



Indiana Office of Technology

Powering a State that Works

Governor Eric Holcomb  
Director and Chief Information Officer Dewand Neely

# **IOT Services Catalog**

*(IOT's Product Code Reference Manual)*

## **Fiscal Year 2019**

***(Updated 12/19/2018)***

# Purpose

This document provides Indiana Office of Technology's (IOT) customers a central place to find information about its 90+ provided services.

# Contents

The information in this document pertains to:

1. periodic audits to validate IOT's services are provided at competitive rates
2. how this document and IOT's services are maintained
3. IOT's 13 service areas
4. Data associated with each service area (code, purpose, dependencies, rate, standard, IOT responsibilities, customer responsibilities, Service Owner, service level objective, outage impact, restore priority, usage and reports).

The document also contains information on how to:

1. request a product or service
2. request help if you have an issue with a product or service
3. monitor the progress of your requests
4. resolve billing issues
5. how to return a product or terminate a service.

# Welcome from the Director and CIO



Welcome to IOT. The mission of the Indiana Office of Technology is to provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so that they can better serve our mutual customer, the Hoosier taxpayer. IOT will also act as the technology and solution enabler for the State, helping its partner agencies achieve business objectives and innovation. IOT measures itself in four key areas to promote continuous improvement in its mission.

## **Core Service Delivery**

IOT's foundational business is infrastructure services. To be considered successful IOT must execute service delivery flawlessly, consistently, and continually. IOT is driven by many metrics focused on systems availability and customer service for the infrastructure services of our state.

## **Cost-Competitiveness**

Cost-Competitiveness is a new and timely definition of a long-held IOT tradition of delivering service cost effectively. IOT has been widely recognized for its efforts in saving money for the state. With technology ever evolving such as cloud, AI, data analytics, et al., it is critical for IOT to shift to a competition-based stance, i.e. – service cost must be competitive with comparative outside providers. IOT drives this home by establishing metrics according to a benchmarking exercise performed every two years.

## **Executive Branch Security Readiness**

Starting with the State Chief Information Security Officer, IOT will create, maintain and execute a global, statewide strategy to help the State of Indiana agencies drive down the risk landscape that is exposed by cyber-related threats. The State of Indiana has adopted the NIST Cyber Security Framework and IOT will continue working with all agencies to help them understand what this means to their business. IOT will also continue to guide agencies throughout the entire process of risk mitigation. This includes helping agencies to create effective security plans and providing assistance with the implementation of those plans.

## **Preferred Employer**

IOT strives to provide clear focus and organizational alignment on expected results. This helps each person within our organization understand how their role contributes to our results. IOT values strong leadership and management skills while continuing to invest in and foster technical skills. IOT makes sure to demonstrate and communicate the impact that our work creates every day to Hoosiers. Our culture promotes great work-life balance and an intentional focus on our people. By focusing each day on these values, we ensure that our staff feels empowered, accountable and knows that their work matters. We expect our employees to believe that they come to work at IOT because they know they can contribute in a meaningful way and help make government better.

By focusing on these core areas, the Indiana Office of Technology is truly able to do its part in helping take Indiana to the Next Level and continue to make it a State that Works.

Dewand Neely, Director of the Indiana Office of Technology and State of Indiana CIO



Indiana Office of Technology

Powering a State that Works

## Table of Contents

Table of Contents .....	4
IOT Introduction .....	5
Quality at Competitive Rates.....	5
Service Catalog Maintenance .....	5
List of IOT Service Areas .....	5
Service Area Contents & Definitions .....	6
Requesting Services .....	6
Issue Resolution .....	7
Issue Monitoring .....	7
Billing Issues .....	7
Maintenance Windows .....	7
Service Level Objective.....	7
Project Related Work Requests .....	7
Exceptions to IOT Standard Technology .....	8
IOT Services by Area .....	8
IOT Services by Codes .....	9
Application Development.....	10
Business Applications.....	12
Collaboration.....	26
Communications .....	30
Database .....	53
Desktop.....	58
Customer Service ( <i>included with SEAT</i> ).....	67
Field Operations ( <i>included with SEAT</i> ).....	68
Hosting.....	69
IT Business Continuity .....	76
IN.Gov .....	86
Mainframe.....	87
Project Success Center .....	96
Security .....	104
Storage .....	106
Appendix A - File Retention & Recovery.....	110
Appendix B - IOT Service Owners .....	111
Appendix C - IOT Data Center .....	112
Appendix D - Minimizing Your IT Bill.....	113
Appendix E - Rate History .....	114

## IOT Introduction

As identified in Article 13.1 of the Indiana Code, the Indiana Office of Technology (IOT) is required to:

1. Establish the standards for the technology infrastructure of the state.
2. Focus state information technology services to improve service levels to citizens and lower the costs of providing information technology services.
3. Bring the best and most appropriate technology solutions to bear on state technology applications.
4. Improve and expand government services provided electronically.
5. Provide for the technology and procedures for the state to do business with the greatest security possible.

**Our Team:** IOT is comprised of 400+ highly skilled IT professionals with over 4,500 years of state experience. We are organized into 21 distinct departments to provide the best IT services at the best rates possible. To learn more about IOT and our departments please visit our [website](#).

## Quality at Competitive Rates

Approximately every three years the IOT hires a third-party company to evaluate its services and rates. The goal is to provide IOT with a comparison to other state IT organizations and private-sector businesses. Since 2006, IOT has undertaken four evaluations, with the fifth scheduled for January 2019. To date, the results have proven favorable for IOT. After each report, areas where improvements are recommended are evaluated by the CIO and staff to determine how to make the necessary adjustments. The final goal is to continue providing the best services at the best rates possible. A complete three year history can be found in [Appendix E](#).

## Service Catalog Maintenance

This catalog is maintained by the IOT Deputy CAO of Service Management. It will be updated as services are added, updated or removed, and annually in late April. [IOT Service Owners](#) are responsible for creating and managing the annual budget for the Service area and thus determining the Service Level Objectives and Rates. Rates are set and posted annually in late June and are typically unchanged for the entire fiscal year.

## List of IOT Service Areas

Services are organized into 13 easily identified topics, with individual services under each.

- |  |  |
|--|--|
| 1. <a href="#">Application Development</a> | 8. <a href="#">IT Business Continuity</a>  |
| 2. <a href="#">Business Applications</a>   | 9. <a href="#">IN.Gov</a>                  |
| 3. <a href="#">Collaboration</a>           | 10. <a href="#">Mainframe</a>              |
| 4. <a href="#">Communications</a>          | 11. <a href="#">Project Success Center</a> |
| 5. <a href="#">Database</a>                | 12. <a href="#">Security</a>               |
| 6. <a href="#">Desktop</a> (SEAT)          | 13. <a href="#">Storage</a>                |
| 7. <a href="#">Hosting</a>                 |  |

## Service Area Contents & Definitions

The Service Areas are laid out as follows, and clearly define everything a customer needs to know about the service.

- |                        |  |
|------------------------|--|
| 1. Name                | Service Name (as seen on customer's IOT bill)  |
| 2. Code                | Code (same code as on the monthly customer's IOT bill).  |
| 3. Purpose             | What the service does for the customer.  |
| 4. Included            | A list of everything provided in the service, including <b>IOT Value Add items</b> .   |
| 5. Not Included        | A list of non-included items that may commonly be expected by a customer.  |
| 6. Dependencies        | Other IOT services that <u>may</u> be required/useful to make full use of the service requested.   |
| 7. Rate                | Rate and Unit of Measure.  |
| 8. Standard            | Identifies the current service standard(s) for the state.  |
| 9. Cust Responsibility | List of items the <b>Customer</b> is responsible for doing/providing.  |
| 10. IOT Responsibility | List of items the <b>IOT</b> is responsible for doing/providing.   |
| 11. Ven Responsibility | List of items the <b>Vendor</b> is responsible for doing/providing.  |
| 12. Service Owner      | Toole, John <a href="#">Click here to send the Service Owner a Message</a> .   |
| 13. SLO                | <p><b>Service Level Objectives</b> – IOT's targets for Service based on resources, technology, budget.</p> <p>This section effectively <b>replaces</b> the old <u>IOT Service Level Agreement</u> document.</p> <p><b>Request:</b> IOT's Target Time to provide a new service.</p> <p><b>Availability:</b> IOT's Target Availability of the service once provided.</p> <p><b>Incident:</b> IOT's Target Time to restore service to expected service level.</p> |
| 14. Impact/Priority    | <p><b>Impact</b> to the customer's business if the service is interrupted (high, medium, low).</p> <p><b>Priority</b> for IOT to restart the service (high, medium, low).</p>  |
| 15. Usage              | Annual volume of service provided and growth rate (previous fiscal year).  |
| 16. Reports            | List of reports IOT uses/provides to monitor/show service usage.   |
| 17. Order              | Click <a href="#">here</a> to <b>order</b> this service.   |
| 18. Cancel             | Click <a href="#">here</a> to <b>cancel</b> your existing service.   |

## Requesting Services

IOT provides the following methods for our customers to obtain services:

- |  |  |
|--|--|
| 1. <b>IOT HelpDesk</b>                                       | Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095  |
| 2. <b>HelpDesk Assistant (HDA)</b>                           | Use the icon on your desktop to create a ticket for the IOT HelpDesk.  |
| 3. <a href="https://forms.iot.in.gov">forms.iot.in.gov</a>   | Some services can be ordered online (17, and the list is growing)  |
| 4. <a href="https://webmasters.in.gov">webmasters.in.gov</a> | Online forms to submit Web Portal Request for Interactive applications, Enterprise Web Content Management System, Domain Name requests, redirects, Online Calendar, Web Analytics, Website Quality Assurance, Enterprise Email Marketing, online payment processing, and training. |

## Issue Resolution

IOT provides the following methods for our customers to obtain issue resolution:

1. **IOT HelpDesk** – Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **HelpDesk Assistant (HDA)** – Use the icon on your desktop to create a ticket for the IOT HelpDesk.

## Issue Monitoring

Customers can view progress on tickets submitted by them by using HelpDesk Assistant ([HDA](#)) and selecting “View your existing tickets” in the lower left corner of the window. This only works while connected to the state network.

Or you can visit the [vFire Customer Portal](#).

## Billing Issues

If you have questions about your monthly IOT Services bill, or require changes because you no longer need the service, please submit a ticket as soon as possible to get the issue resolved. For IOT billing policy information, [click here](#).

If you have a Pinnacle account, you can view the bill [here](#).

## Maintenance Windows

IOT's standard maintenance window for changes to servers and the network is Sunday mornings from 6am-10am. Changes that affect workstations are done over the weekend as well, however they are usually started on Friday nights because of the number of workstations that a change may affect. The interval for submitting a change request is two weeks. If a change has to be submitted during this process that was not originally on the two-week schedule an Emergency Change Request procedure is followed.

## Service Level Objective

Typically IOT provides Standard Support: 6am to 6pm Monday - Friday except on state holidays. After Hours Support is provided, but with reduced functionality and best effort. A few specific services have different business hours, which can be found in the specific service section in this document.

Each customer “Issue” has an assigned “**Service Level Objective**” (SLO), or the maximum amount of time the IOT staff have to resolve the issue. These times range from one IOT Business Hour to five IOT Business Days (60 Business Hours). See the specific service section in this document for the associated SLO. SLOs are in effect only during specified Standard Business Hours.

**Note:** When a customer's reported issue is thought to be resolved by an IOT technician, the customer may receive an automated email indicating they have 60 business hours to verify the issue has been resolved. No reply signifies the issue was resolved to the customer's satisfaction and the issue will be closed.

## Project Related Work Requests

In some cases a customer's work request may be considered outside the scope of the service defined in this catalog. In those cases, which will be identified by both IOT and the customer, a Service Order Form will be completed for the requested work, and “consulting” fees over and above the services listed in this catalog may be required. The rate and estimated fees will be determined at the time of the engagement. The complexity and risk of the project will determine the IOT Project Success Center's involvement.

## Exceptions to IOT Standard Technology

IOT has identified the standard technology used in each of its service offerings. But there may be cases where a customer has a legitimate requirement for a non-standard technology. In these cases, IOT management must review and approve the exception. An [Exception Form](#) in Archer (IOT's Standard Policy system) must be completed and signed by the agency head to acknowledge they will not be using IOT standards. IOT's service level objective for this service on non-standard technology will be "best effort".

## IOT Services by Area

Below is a list of the current IOT services, organized by Service Area. You may click on a specific **Service Area** to go directly to the specific Service.

1. [Application Development](#)
  - [Application Developers](#)
  - [Application Software Maintenance](#)
2. [Business Applications](#)
  - [Customer Relationship Management](#) (CRM)
  - [SharePoint](#)
  - [Oracle WebCenter Content](#) (WCC)
  - [vFire Work Management](#)
  - [Geographic Information Systems](#) (GIS)
  - [Government Management Information Services](#) (GMIS)
3. [Collaboration](#)
  - [Email](#)
  - [Secure File Transfer Protocol](#) (SFTP)
  - [Video Bridging](#)
  - [WebEx](#)
4. [Communications](#)
  - [Mobile](#)
  - [Network](#)
  - [Telecommunication](#)
5. [Database](#)
  - [Database Hosting](#)
  - [Database Maintenance](#)
  - [Database Size Overage](#)
6. [Desktop](#)
  - [SEAT](#) (Desktop PC or Laptop)
  - [Legacy Application Access](#)
  - [Adobe Applications](#)
7. [Hosting](#)
  - [Physical](#) and [Virtual](#) Server Hosting and Management
  - [Oracle Application Hosting](#)
  - [IIS Web Hosting](#)
  - [Server Management](#)
8. [IT Business Continuity](#)
9. [IN.Gov](#)
  - *Appl Development (\$250K+ projects)*
  - *Website Design & Development*
  - *Creative & Branding Services*
  - *Mapping & Location Services*
  - *Online, Over-the-Counter and Mobile Payment Processing*
  - *Customer Invoicing Solutions*
  - *Interactive Voice Response Solutions*
  - *Domain Registration*
  - *Third-Party Application & Server Hosting*
  - *Third-Party Website Add-Ons*
10. [Mainframe](#)
  - [Batch Jobs](#)
  - [Disk Allocation](#)
  - [Tape Access](#)
  - [Mainframe Transactions](#)
11. [Project Success Center](#)
  - [Project Management Assistance](#)
  - [MS Project Online](#)
12. [Security](#)
  - [Baseline Security](#)
  - [Confidential Data Systems](#)
13. [Storage](#)



## IOT Services by Codes

Below is a list of the current IOT services, showing Codes and Names. These are the codes displayed in the monthly services bill from IOT. You may click on a specific **Code** to go directly to the Area for a detailed service description. IOT also provides/posts a separate **Rate Sheet**, including rates for the past two years for all of its services.

Code #	Name	Code #	Name
<a href="#">1001</a>	Seat Charge	<a href="#">1157</a>	Seat Charge - Non-Network Plus
<a href="#">1014</a>	Email-SharePoint G3	<a href="#">1162</a>	IP Phone
<a href="#">1020</a>	Remote Access (Citrix)	<a href="#">1169</a>	Video Bridging
<a href="#">1023</a>	SFTP Services	<a href="#">1170J</a>	Appl Development - Junior
<a href="#">1025</a>	SharePoint On-Premise	<a href="#">1170</a>	Appl Development - Standard
<a href="#">1035</a>	Directory Assistance	<a href="#">1170m</a>	Appl Development Maintenance
<a href="#">1037</a>	Contracted Long Dist - Switched	<a href="#">1170r</a>	Appl Development - Architect
<a href="#">1038</a>	800 # Service - Switched	<a href="#">1170s</a>	Appl Development - Senior
<a href="#">1039</a>	800 # Service - Dedicated	<a href="#">1173</a>	WebEx
<a href="#">1040</a>	Calling Card	<a href="#">1174</a>	Shared Dynamics CRM On-Premise
<a href="#">1041</a>	Pagers	<a href="#">1175</a>	Security - Baseline
<a href="#">1043</a>	Telephone - Centrex	<a href="#">1177a</a>	Shared SAN Storage
<a href="#">1044</a>	Telephone - Remote	<a href="#">1177b</a>	Archive Storage
<a href="#">1049</a>	Database Consulting Services	<a href="#">1177f</a>	VM Server Additional Storage
<a href="#">1050</a>	Physical Server Hosting	<a href="#">1177i</a>	Isilon File Overage
<a href="#">1052</a>	Virtual Server Hosting - Base	<a href="#">1178</a>	Acrobat Pro
<a href="#">1052a</a>	Virtual Server Hosting (+ CPU)	<a href="#">1178c</a>	Adobe CC Enterprise (Team)
<a href="#">1052b</a>	Virtual Server Hosting (+ GB RAM)	<a href="#">1178d</a>	Adobe InDesign CC
<a href="#">1066</a>	Jobs Production	<a href="#">1178e</a>	Adobe Acrobat Pro
<a href="#">1092</a>	Disk Megabytes Allocated	<a href="#">1178f</a>	Adobe Captivate
<a href="#">1094</a>	Tape Access	<a href="#">1178i</a>	Adobe Illustrator
<a href="#">1107</a>	Contracted Long Dist. - Dedicated	<a href="#">1178p</a>	Adobe Photoshop
<a href="#">1108</a>	Non-Contracted Long Distance	<a href="#">1178pp</a>	Adobe Premier Pro
<a href="#">1112</a>	Data Circuits - Off Network	<a href="#">1178r</a>	Adobe Robohelp
<a href="#">1114</a>	Database Hosting	<a href="#">1178w</a>	Adobe Dreamweaver
<a href="#">1114a</a>	Database Size Overage 1GB+	<a href="#">1180</a>	Security - Confidential
<a href="#">1114b</a>	Exadata Hosting	<a href="#">1182a</a>	Project Success Center - Senior
<a href="#">1117</a>	Cellular Phone Service	<a href="#">1182b</a>	Project Success Center - Standard
<a href="#">1120</a>	GMIS HRMS Services	<a href="#">1182c</a>	Project Success Center - Specialist
<a href="#">1121</a>	GMIS Financials/Hyperion	<a href="#">1182d</a>	Large Project - Senior Consultant
<a href="#">1126</a>	TSO/DSO & OCRs	<a href="#">1183</a>	Contact Center Support
<a href="#">1131</a>	IN.Gov	<a href="#">1186</a>	VaaS – IP Phone
<a href="#">1136</a>	Seat Charge - Non-Network	<a href="#">1187</a>	Data Circuits - On Network
<a href="#">1137mp</a>	MHA Physical - Testing	<a href="#">1188</a>	Telecom Management Services
<a href="#">1137mv</a>	MHA Virtual - Testing	<a href="#">1191</a>	Oracle Application Hosting
<a href="#">1137p</a>	Disaster Recovery - Physical Server	<a href="#">1192</a>	IIS Web Hosting
<a href="#">1137r</a>	Rack Hosting Service	<a href="#">1193</a>	Dynamics CRM Online
<a href="#">1137v</a>	Disaster Recovery - Virtual Server	<a href="#">1193a</a>	Dynamics Online Services
<a href="#">1141</a>	WAN Management Services	<a href="#">vFire</a>	vFire Work Management
<a href="#">1153c</a>	ArcGIS Consulting	<a href="#">1195</a>	Server Management
<a href="#">1153d</a>	ArcGIS Desktop	<a href="#">1196</a>	Oracle WebCenter Content
<a href="#">1153o</a>	ArcGIS Online	<a href="#">1199pr</a>	MS Project - Premium
<a href="#">1153t</a>	GIS Training Admin Fee	<a href="#">1199pp</a>	MS Project - Professional
<a href="#">1155</a>	Network Access Services	<a href="#">1199pe</a>	MS Project - Essentials
		<a href="#">5000</a>	Mainframe Transactions

# Application Development

## General

The IOT Application Development team is ready to help you build the tools that will help you serve your customers. Whether it's a web-based application, a client based-application or a mobile application, the IOT Application Development team can build it. Using the .NET framework, we can build an application that works for you. Existing data can be accessed or a new database can be created.

Applications developed by IOT using this service are typically **less than \$250,000 and shorter than nine-month in duration**. For larger or longer projects, please consider using [IN.Gov](#) (#1131) services.

## Purpose

Custom Development offerings include a business analyst to assess your needs and document the project, a developer assigned to your project, and a designer (based on project complexity) to create the needed graphics and user interface. Native mobile application development is primarily for iOS and Android. The capability to publish to the Apple and Google app stores for public facing apps is available as are internal apps specifically for your mobile workforce. In-house apps can be securely delivered to mobile devices wirelessly.

<b>Name</b>	<b>Developer Standard</b>
<b>Code</b>	1170
<b>Purpose</b>	Intermediate Software Developers, Business Analysts, and Graphics Designers.
<b>Rate</b>	\$95.00 / Hour
<b>Name</b>	<b>Junior Standard</b>
<b>Code</b>	1170J
<b>Purpose</b>	Beginner Software Developers, Business Analysts, and Graphics Designers.
<b>Rate</b>	\$75.00 / Hour
<b>Name</b>	<b>Developer Senior</b>
<b>Code</b>	1170S
<b>Purpose</b>	Senior Software Developers, Business Analysts and Graphics Designers have more experience and can generate code faster with less refactoring.
<b>Rate</b>	\$110.00 / Hour
<b>Name</b>	<b>Developer Architect</b>
<b>Code</b>	1170R
<b>Purpose</b>	Oversees the design, testing, code review, implementation, and administration of an IOT developed application.
<b>Rate</b>	\$125.00 / Hour
<b>Name</b>	<b>Application Maintenance</b>
<b>Code</b>	1170M
<b>Purpose</b>	Covers bug fixes and minor tweaks to the code.
<b>Rate</b>	Pass Through - Billed as a monthly amount agreed upon in a signed Service Order Form (SOF) between IOT and the agency.

<b>Standard</b>	All IOT development is done in iOS, Android, and .NET.	
<b>Cust Responsibility</b>	Approve the SOF. Attend all required “sprint” meetings, work with Business Analyst to help gather requirements, perform homework as assigned, and participate in Quality Assurance and User Acceptance Testing.	
<b>IOT Responsibility</b>	IOT will complete the SOF and provide the appropriate development personnel.	
<b>Ven Responsibility</b>	N/A	
<b>Service Owner</b>	Wilson, Alvin	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	A Project Charter is developed between IOT and the customer for each new application. The Project Charter will include a schedule for development, testing, and production implementation. Once the Project Charter has been established, the implementation plan will be provided.
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	Medium / Low	
<b>Usage</b>	Currently 42 applications in use by 16 agencies, with 20 applications in the queue	
<b>Reports</b>	The Project Charter will include a schedule for periodic progress reports for the customer. Once the application is in production, monthly usage reports by agency will be posted.	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	
	.	

## Business Applications

This section contains information for the following services:

- [CRM](#)
- [SharePoint](#)
- [Oracle WCC](#)
- [vFire](#)
- [GIS](#)
- [GMIS](#)

## 1. CRM, SharePoint, Oracle WCC, vFire

<b>Name</b>	<b>Shared Dynamics CRM On-Premise</b>
<b>Code</b>	1174
<b>Purpose</b>	This product is currently <b>not accepting new customers</b> and customers are being directed to use Dynamics 365 CRM Online (Product 1193). Customer relationship management software that utilizes an extended relationship management (XRM) platform with the goal of improving business relationships with real-time information and collaboration. Dynamic CRM allows users to manage and analyze customer interactions and data throughout the customer lifecycle.
<b>Included</b>	This solution provides built-in security, complex workflows, sophisticated reporting and ease of integration with other systems. Solutions built on CRM can be accessed internally or directly from the Internet using any current browser including mobile devices. Use-case examples are case management, citizen engagement portals and field service contact management. Adxstudio is available for building citizen and partner portals. Adxstudio sites must be hosted in Azure Web Apps. Also included is one dedicated organization with email integration. One organization can host a single agency with multiple use cases. Integrated document management requires a hosted SharePoint site at an additional fee. One database is required per organization, and it is charged according to database hosting fees.
<b>Not Included</b>	Application licenses, virtual server hosting, database hosting fees or excess storage costs.
<b>Dependencies</b>	Hosting Services, Storage Services, Database Services
<b>Rate</b>	\$2,385 / Month / Instance
<b>Standard</b>	Dynamics CRM
<b>Cust Responsibility</b>	Application licenses, virtual server hosting, database hosting fees and excess storage costs. A computer with network access.
<b>IOT Responsibility</b>	Maintain and support CRM environment and related infrastructure.
<b>Ven Responsibility</b>	Technical support for Microsoft products.
<b>Service Owner</b>	Kan, Elaine <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> N/A – <b>Not accepting new customers</b> <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	16 instances
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	N/A – <b>Not accepting new Customers</b>
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Dynamics 365 CRM Online</b>
<b>Code</b>	1193
<b>Purpose</b>	Customer relationship management software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud.
<b>Included</b>	Dynamic CRM Online is licensed per user, per year. Enterprise Plan 1 licenses that are purchased will be passed to the customer by IOT.
<b>Not Included</b>	Agencies are responsible for procuring Team Member licenses.
<b>Dependencies</b>	Network Services
<b>Rate</b>	\$33.13 per Month per Named User
<b>Standard</b>	Dynamics 365
<b>Cust Responsibility</b>	Customer is responsible for integration and installation of solution.
<b>IOT Responsibility</b>	Support for Dynamics 365 infrastructure.
<b>Ven Responsibility</b>	Technical support for Microsoft products.
<b>Service Owner</b>	Kan, Elaine <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> Access within 3 business days
	<b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b> 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	650+ named users
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Dynamics Online Services</b>	
<b>Code</b>	1193a	
<b>Purpose</b>	Customers can procure accessory services or products associated with Dynamics 365 through a pass through billing model.	
<b>Included</b>	N/A	
<b>Not Included</b>	N/A	
<b>Dependencies</b>	Network Services	
<b>Rate</b>	Pass Through (monthly / service or product)	
<b>Standard</b>	Dynamics Online Services	
<b>Cust Responsibility</b>	Customer is responsible for integration and installation of accessory services or products.	
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management, support for Dynamics 365 infrastructure.	
<b>Ven Responsibility</b>	Technical support for Microsoft products.	
<b>Service Owner</b>	Elaine Kan <a href="#">Click here to send the Service Owner a Message.</a>	
<b>SLO</b>	<b>Request:</b>	N/A – Agency procures through Dell
	<b>Availability:</b>	<a href="#">Microsoft Dynamics 365 SLAs</a>
	<b>Incident:</b>	N/A
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	20,000+	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>SharePoint On-Premise</b>	
<b>Code</b>	1025	
<b>Purpose</b>	This product is currently <b>not accepting new customers</b> since this product is slated to be discontinued in 2019 due to legacy hardware/software. Agencies are advised to leverage their Office 365 licensing which includes SharePoint Online. The Office 365 license is included with seat services. Existing customers should be in the process of migrating content off the SharePoint 2010 farm to SharePoint Online to be completed by the communicated deadline.	
<b>Included</b>	SharePoint On-Premise provides a workspace for collaboration and provides a secure method of sharing files and content. Hosting includes Dev, QA and a single production site. Exclusive of the Shared Web Hosting rate is a fee based upon the size of the content for the site. This fee is measured per GB and will be charged at the 1177A service rate.	
<b>Not Included</b>	Customer is responsible for application licenses, client access licenses, database hosting fees and excess storage costs.	
<b>Dependencies</b>	Hosting Services, Storage Services, Database Hosting	
<b>Rate</b>	\$1,717 / Month / Website & Application	
<b>Standard</b>	SharePoint	
<b>Cust Responsibility</b>	Customer is responsible for application licenses, client access licenses, database hosting fees and excess storage costs. Customer requires a computer with network access and is responsible for managing their agency's site permissions, content, design and custom development.	
<b>IOT Responsibility</b>	Maintain SharePoint environment and related infrastructure.	
<b>Ven Responsibility</b>	Technical support for Microsoft products.	
<b>Service Owner</b>	Kan, Elaine <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	N/A – <b>Not accepting new customers</b>
	<b>Availability:</b>	99.9% within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	Low (<4 agencies)	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	N/A – <b>Not accepting new customers</b>	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	



<b>Name</b>	<b>Oracle WebCenter Content (WCC)</b>	
<b>Code</b>	1196	
<b>Purpose</b>	Oracle WebCenter Content provides agencies with a secured solution for storing, indexing, retrieving and managing content. This optionally includes document capture through Enterprise Capture, document conversion through Inbound Refinery, document retention through Universal Records Management and document routing through Business Process Management.	
<b>Included</b>	The service rate includes the infrastructure required to host these services, database storage, Oracle software licensing, and disaster recovery.	
<b>Not Included</b>	Application-level administration and any software components required for unique agency requirements.	
<b>Dependencies</b>	Hosting Services, Storage Services, Database Services	
<b>Rate</b>	\$2.03 / Month / GB	
<b>Standard</b>	Oracle WebCenter	
<b>Cust Responsibility</b>	Agencies are responsible for the design of the application model (security, metadata, workflow, etc.), day-to-day application-level administration and any software components required for unique agency requirements.	
<b>IOT Responsibility</b>	Oracle WebCenter Content infrastructure support and maintenance.	
<b>Ven Responsibility</b>	Technical support for Oracle products.	
<b>Service Owner</b>	Kan, Elaine	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	Project based
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	20,000+ GB	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>vFire Work Management</b>	
<b>Code</b>	NA	
<b>Purpose</b>	vFire includes the following services: Incident Management, Request Management using vFire workflow engine, Problem Management, Change Management using vFire workflow engine, Knowledge Management, Asset Management, Inventory lifecycle using vFire workflow engine, Workflow, Self-Service Customer Portal, Service Level Management, Service lifecycle Management.	
<b>Included</b>	Initial system planning services. Initial system setup. Ongoing system support and maintenance.	
<b>Not Included</b>	NA	
<b>Dependencies</b>	A <a href="#">computer</a> with state network access.	
<b>Rate</b>	Although current annual maintenance is \$150,000, there is currently no charge to the customer as long as they use the shared database.	
<b>Standard</b>	vFire from Alemba.	
<b>Cust Responsibility</b>	Meet with IOT vFire System Admin to discuss capabilities and requirements. Testing of system once established. Follow IOT standard procedures.	
<b>IOT Responsibility</b>	Initial system planning, system setup, customer training, ongoing system support and maintenance, primary interface with software vendor.	
<b>Ven Responsibility</b>	Provide system updates, bug fixes and enhancements.	
<b>Service Owner</b>	Toole, John	<a href="#">Click here to Send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b>	Initial meeting will be held by customer and IOT System Admin. An installation/training plan will be established after customer determines vFire is sufficient to meet their needs.
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	<b>Incident:</b>	90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	20 agencies are using their own vFire “partition” for a variety of services. There are 650 analysts statewide sharing 450 Concurrent and 70 Named licenses supporting 30,000 end users across the state. Around 300,000 calls are logged annually.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

## GIS (Geographic Information Systems)

### General

GIS is a technology and a practice that connects computer-based maps and databases so that “where” questions can be answered to inform public policy and action. For example, GIS helps state agencies better understand:

- Where are the best sites in Indiana to accommodate a specific industrial plant?
- Where should disaster-response resources be deployed to be most effective?
- Where should “quarantine” zones be established to protect healthy livestock from diseased animals?
- Where has Emerald Ash Borer activity been observed?

GIS efforts within Indiana state agencies are governed by IC 4-23-7.3, Indiana GIS Mapping Standards that created an Indiana Geographic Information Office (GIO) and assigned specific responsibilities to that office. Per statute, the GIO will “function as the chief officer for GIS matters for state agencies.” This function has evolved to include managing the provision and operation of GIS server and desktop software for all state agencies.

In order to recover costs for managing the provision and operation of GIS server and desktop software, two ArcGIS offerings are provided.

<b>Name</b>	<b>ArcGIS Desktop</b>
<b>Code</b>	1153d
<b>Purpose</b>	Provide ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
<b>Included</b>	One installation of ArcGIS for Desktop software for one fiscal year and the following extensions: ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Schematics, ArcGIS Spatial Analyst and ArcGIS Workflow Manager. Also includes product support.
<b>Not Included</b>	N/A
<b>Dependencies</b>	N/A
<b>Rate</b>	\$27.10 / Month / User
<b>Name</b>	<b>ArcGIS Online</b>
<b>Code</b>	1153o
<b>Purpose</b>	Provide ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
<b>Included</b>	One named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization access to the credits associated with that ArcGIS Online Organization. Also includes product support.
<b>Not Included</b>	N/A
<b>Dependencies</b>	N/A
<b>Rate</b>	\$14.60 / Month / User
<b>Name</b>	<b>GIS Consulting</b>
<b>Code</b>	1153c
<b>Purpose</b>	Provides consulting service to assist state agencies with creating/improving GIS capabilities specific to their agency.
<b>Included</b>	Consultant
<b>Not Included</b>	N/A
<b>Dependencies</b>	N/A
<b>Rate</b>	\$100 / Hour

<b>Name</b>	<b>GIS End-User Training</b>
<b>Code</b>	1153t
<b>Purpose</b>	Provides Technical Training to improve GIS skills in ArcGIS Desktop, ArcGIS Pro and more.
<b>Included</b>	One seat to in-person technical training with our TeachMe GIS and Esri Certified trainer. Hard copy training materials and CD with exercises. Certificate of completion provided.
<b>Not Included</b>	N/A
<b>Dependencies</b>	Some pre-requisite course may be recommended for the Intermediate and Advanced courses
<b>Rate</b>	Class rate varies based on the material and length of class.
<b>Standard</b>	ArcGIS
<b>Cust Responsibility</b>	A <a href="#">computer</a> with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found at <a href="https://myshare.in.gov/gis/">https://myshare.in.gov/gis/</a>
<b>IOT Responsibility</b>	Trainer
<b>Ven Responsibility</b>	N/A
<b>Service Owner</b>	Compton, Megan <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	3,500 users for GIS Desktop and growing slowly.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Open-LM for License Usage
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

## 2. GMIS (Government Management Information Services)

### **General:**

This is the state's ERP system. The Auditor of State (AOS) allocation for HR and Financial Services are determined at the beginning of the fiscal year for the entire year. Major changes in cost/allocation from year to year are discussed at the annual AOS/SBA Town Hall. The allocation is calculated as follows:

**HR:** Agency percentage of total cost = agency percentage of state employees.

**Finance:** Agency percentage of subset of transactions over past 12 month period from the following modules:  
General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management,  
Order Management, Billing Receivables, Assets and Travel Expense.

**General:** These services are associated with the Oracle PeopleSoft Application. PeopleSoft is comprised of 115+ modules. Various support levels are provided for a subset of these modules.

**Sponsors:** The key agencies that provide direction/support are: AOS, IDOA, SBA, SBoA, SPD, IOT, TOS

<b>Name</b>	<b>GMIS Human Resources Management</b>	
<b>Code</b>	1120	
<b>Purpose</b>	HCM is the State’s official data record for all state employee’s employment.	
<b>Included</b>	This service, provided by SPD, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for the PeopleSoft HR “Core” modules (the modules that are sponsored by SPD and that are in use by a majority of the state agencies). The 25% of the GMIS budget used to support these services is allocated to 80 agencies based on headcount.	
	<b><u>Licensed &amp; supported modules include</u></b>	
	Benefits Administration	Enterprise Learning Management
	Recruiting Solutions	Strategic Hiring Management Workforce Administration
	EBenefits	EPerformance
	EProfile	ERecruit
	EProfile Manager	Fundamentals for Human Capital Management
	HRMS Portal Pack	Payroll Interface
	Reporting Tools for HR	Talent Acquisition Manager
	Time and Labor	
	<b><u>Additional licensed modules, but not in use</u></b>	
	Community Portal	Workforce Scorecard
	North American Payroll	Helpdesk for Human Resources
	HCM Warehouse	EPay
	EDevelopment	Directory Interface
<b>Not Included</b>	N/A	
<b>Dependencies</b>	N/A	
<b>Rate</b>	AOS Allocation – Monthly / Headcount	
<b>Standard</b>	PeopleSoft and Hyperion from Oracle	
<b>Cust Responsibility</b>	<ul style="list-style-type: none"><li>• Desktop with internet connection with an IOT/GMIS PeopleSoft supported browser for PeopleSoft access.</li><li>• Compliance with State Business Process Owners’ staffing, training, and business process requirements.</li><li>• Utilizing the GMIS issue page or vFire system to submit system questions and problems on a timely basis.</li><li>• Performing Quality Assurance/User Acceptance testing as required on all Agency-specific system configurations.</li><li>• Utilizing the Enterprise Steering Committee to receive, analyze, and promote business requirements and customization for the PeopleSoft ERP.</li><li>• Timely management of PeopleSoft User accounts and notify PS Security when employee’s need access or access should be revoked due to employee status changes (promotions, transfers, terminations, etc.)</li><li>• Engaging the ESC and GMIS team early in project planning for agency specific operations that require interaction with the state’s ERP system (PeopleSoft).</li><li>• Sharing third-party vendor costs for projects that are initiated by agency customers.</li></ul>	
<b>IOT Responsibility</b>	Infrastructure for the PeopleSoft application, Web services and Oracle Database.	
<b>GMIS Responsibility</b>	Hardware, software, module rollouts, upgrades, issue resolution and ongoing support for the PeopleSoft HCM and Hyperion modules	
<b>Ven Responsibility</b>	Oracle provides the software, updates and technical support.	
<b>Owner</b>	Harden, Scarlett	<a href="#">Click here to send the Service Owner a Message.</a>

<b>SLO</b>	<b>Request:</b> Request Dependent
	<b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b> 90.0% Resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	90 training classes offered with 500 trainees annually. Processed 9,600,000 payable lines worth \$21,908,971,079 in 2015. Processed 1,326,299 vouchers worth \$1,150,000,000 in 2015. Users: 8,000 Financial, 34,000 HRMS, 200 Hyperion. Consistent usage year to year.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . “Dashboard” for year-end financial management
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>GMIS Financial and Hyperion</b>																										
<b>Code</b>	1121																										
<b>Purpose</b>	<p>PeopleSoft Financial is the State's official data record for all state financial transactions.</p> <p>PeopleSoft Hyperion is the Budget agencies budgeting tool to prepare State Agencies Budgets.</p>																										
<b>Included</b>	<p>This service, provided by IOT, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for PeopleSoft Financials. The "Core" modules are sponsored by the AOS and SBA and are mandatory for all state agencies.</p> <p>The 75% of the GMIS budget used to support these services is allocated to 80 agencies based on the number of transactions for previous 12 months.</p> <p><b><u>Licensed &amp; supported modules include</u></b></p> <table> <tr> <td>Accounts Payable</td><td>Asset Mgt</td></tr> <tr> <td>ePro / Purchasing</td><td>General Ledger / Commitment Control</td></tr> <tr> <td>P-Card</td><td>Project Costing</td></tr> <tr> <td>ROC / AR</td><td>Supplier Contracts Management</td></tr> <tr> <td>Accounts Receivable</td><td>Billing</td></tr> <tr> <td>Reports &amp; Queries</td><td>Travel and Expenses</td></tr> <tr> <td>Catalog Management</td><td>Contracts</td></tr> <tr> <td>Grants Management</td><td>Grant</td></tr> <tr> <td>Inventory</td><td>Order Management</td></tr> <tr> <td>Strategic Sourcing</td><td>User Productivity Kit</td></tr> </table> <p><b><u>Additional licensed modules, but not in use</u></b></p> <table> <tr> <td>Budgets</td><td>Esupplier Collaboration</td></tr> <tr> <td>Esupplier Connection</td><td>Scorecard</td></tr> <tr> <td>Supply Chain Portal</td><td>Trading Partner Mgt</td></tr> </table> <p><b><u>Training:</u></b> Standard training classes are offered on a monthly or bi-monthly basis subject to demand. Over-the-shoulder/small-group training may be performed on a limited basis and is typically associated with new functionality roll-outs or mandatory business process changes.</p> <p><b><u>Requests:</u></b> All support requests are submitted via Customer Service tickets. Priority of work performed is managed by IOT GMIS management, along with our sponsors from AOS, SBA, SBOA and TOS. GMIS receives 1,000 financials-related tickets / month, while achieving 85% resolution within 24-business hours.</p>	Accounts Payable	Asset Mgt	ePro / Purchasing	General Ledger / Commitment Control	P-Card	Project Costing	ROC / AR	Supplier Contracts Management	Accounts Receivable	Billing	Reports & Queries	Travel and Expenses	Catalog Management	Contracts	Grants Management	Grant	Inventory	Order Management	Strategic Sourcing	User Productivity Kit	Budgets	Esupplier Collaboration	Esupplier Connection	Scorecard	Supply Chain Portal	Trading Partner Mgt
Accounts Payable	Asset Mgt																										
ePro / Purchasing	General Ledger / Commitment Control																										
P-Card	Project Costing																										
ROC / AR	Supplier Contracts Management																										
Accounts Receivable	Billing																										
Reports & Queries	Travel and Expenses																										
Catalog Management	Contracts																										
Grants Management	Grant																										
Inventory	Order Management																										
Strategic Sourcing	User Productivity Kit																										
Budgets	Esupplier Collaboration																										
Esupplier Connection	Scorecard																										
Supply Chain Portal	Trading Partner Mgt																										
<b>Not Included</b>	N/A																										
<b>Dependencies</b>	N/A																										
<b>Rate</b>	AOS Allocation – Monthly / Transaction																										
<b>Standard</b>	PeopleSoft and Hyperion from Oracle																										
<b>Cust Responsibility</b>	<ul style="list-style-type: none"> <li>• Desktop with internet connection with an IOT/GMIS PeopleSoft supported browser for PeopleSoft access.</li> <li>• Compliance with State Business Process Owners' staffing, training, and business process requirements.</li> <li>• Utilizing the GMIS issue page or vFire system to submit system questions and problems on a timely basis.</li> <li>• Performing Quality Assurance/User Acceptance testing as required on all Agency-specific system configurations.</li> <li>• Utilizing the Enterprise Steering Committee to receive, analyze, and promote business requirements and customization for the PeopleSoft ERP.</li> <li>• Timely management of PeopleSoft User accounts and notify PS Security when employee's need access or access should be revoked due to employee status changes (promotions, transfers, terminations, etc.)</li> <li>• Engaging the ESC and GMIS team early in project planning for agency specific operations that require interaction with the state's ERP system (PeopleSoft).</li> </ul>																										



<b>IOT Responsibility</b>	<ul style="list-style-type: none"> <li>Sharing third-party vendor costs for projects that are initiated by agency customers.</li> </ul>
<b>GMIS Responsibility</b>	Infrastructure for the PeopleSoft application, Web services and Oracle Data Base.
<b>Ven Responsibility</b>	Hardware, software, module rollouts, upgrades, issue resolution and ongoing support for the PeopleSoft HCM and Hyperion modules.
<b>Owner</b>	Oracle provides the software, updates and technical support.
<b>SLO</b>	Harden, Scarlett <a href="#">Click here to send the Service Owner a Message.</a>
	<b>Request:</b> Request Dependent
	<b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b> 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	90 training classes offered with 500 trainees annually. Processed 9,600,000 payable lines worth \$21,908,971,079 in 2015. Processed 1,326,299 vouchers worth \$1,150,000,000 in 2015. Users: 8,000 Financial, 34,000 HRMS, 200 Hyperion. Consistent usage year to year.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . “Dashboard” for year-end financial management
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

## Collaboration

<b>Name</b>	<b>Email-SharePoint G3</b>
<b>Code</b>	1014
<b>Purpose</b>	Existing IOT customers (consolidated agencies) who need a Microsoft Office 365 G3 license for email and/or SharePoint services who do not already leverage a Seat charge. Seat already includes an O365 G3 license. A common use case is a service/automation account that cannot use a shared/resource mailbox or distribution list so is required to be licensed per Microsoft. The only IOT supported method for accessing O365 services (email/SharePoint) is through an IOT approved web browser. For security purposes any off-site access to O365 services will also require Multi-Factor Authentication (MFA).
<b>Included</b>	Office 365 services (email, SharePoint, OneDrive for Business, etc.) as well as Self-Service Password Reset (SSPR) and Multi-Factor Authentication (MFA).
<b>Not Included</b>	Does not include Office 365 Pro-Plus licensing (Office Desktop Client).
<b>Dependencies</b>	Use IOT approved versions of web browsers, billing code, Multi-Factor Authentication and Self-Service Password Reset registration
<b>Rate</b>	\$17.22 / Month / Named User
<b>Standard</b>	Office 365
<b>Cust Responsibility</b>	Customers are fully responsible for support of non-state equipment such as hardware, software, configuration, network, etc. Use IOT approved versions of web browsers, billing code, Multi-Factor Authentication and Self-Service Password Reset registration
<b>IOT Responsibility</b>	Support and maintain Office 365 services and related infrastructure
<b>Ven Responsibility</b>	Technical support for Microsoft products and offerings.
<b>Service Owner</b>	Allen, Jeff <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90% Installed within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Availability:</b> <a href="#">Microsoft Office 365 SLAs</a> <b>Incident:</b> <a href="#">Microsoft Office 365 SLAs</a>
<b>Impact/Priority</b>	High / High
<b>Usage</b>	100+ licenses
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>SFTP Services</b>
<b>Code</b>	1023
<b>Purpose</b>	This service is to provide agencies with a means to submit data via a secure file solution. Typical uses for the service are client to server transfers and or server to server secure communication.
<b>Included</b>	SFTP Server information, Client software, Setup of SFTP folders and accounts. An IOT Server admin will help get you setup with Client software along with making sure you connect to the state SFTP servers. Automated scripts are allowed but must be reviewed by the server admins before using them in production or any other lower environment. Firewall rules may be required depending on the request.
<b>Not Included</b>	SMB shares from SFTP Server. Troubleshooting non-state assets connecting to the SFTP Server, This is <u>not</u> a backup solution.
<b>Dependencies</b>	Storage, VMware
<b>Rate</b>	35.52 / Month / Agency Folder
<b>Standard</b>	IOT-CS-ARC-003
<b>Cust Responsibility</b>	Customer is responsible for adhering to storage limits (30-day retention on files)
<b>IOT Responsibility</b>	Account and SFTP folder setup
<b>Ven Responsibility</b>	N/A
<b>Service Owner</b>	Waite, Brandon <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90% Installed within 3 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	5022 individual accounts, 43 agencies, 400 GB Storage
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	To get started, submit a ticket to the Server Admin Team. Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Video Bridging</b>
<b>Code</b>	1169
<b>Purpose</b>	A shared video bridge solution managed by IOT. This service enables users of video bridge conference systems to connect with other video bridge endpoints via the Intranet and Internet. Rate includes video bridge servers, application software and maintenance. Customer is responsible for purchase of video conference unit (VTC), large display, network connectivity, conference phone (if required), laptop (if required), video bridge license, and maintenance of customer owned VTC; IP voice infrastructure may be required for some implementations. (This service is being phased out in FY2019. Video VCU units are being migrated to SolVaaS for video bridge service).
<b>Included</b>	Contract Negotiation, Competitive Rates, Managed Service
<b>Not Included</b>	Video VCU unit, software license
<b>Dependencies</b>	Hosting Services, Storage Services
<b>Rate</b>	\$60.08 / Month / Account
<b>Standard</b>	Cisco Video Conference Unit (VCU) and State of Indiana Voice as a Service (SolVaaS).
<b>Cust Responsibility</b>	A computer with network access or Video VCU unit. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Manage & monitor systems, provide technical support and complete system upgrades from vendor. Provide accurate monthly bill.
<b>Ven Responsibility</b>	Provide Tier 3 Support
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$60,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>WebEx</b>
<b>Code</b>	1173
<b>Purpose</b>	Web Collaboration Services via WebEx. WebEx enables virtually hosted business meetings via the Internet using a browser. WebEx supports a maximum of 200 participants. This service is priced per user per month. The service includes integrated Audio Bridge Conference service that is activated with the WebEx service. The price includes free long distance during WebEx meetings for all users calling into the conference from a State of Indiana Voice as a Service (SolVaaS) phone, computer Voice over IP (VoIP), or a cellular phone. Rate includes service, maintenance and license. Customer is responsible for purchase of desktop or laptop.
<b>Included</b>	Contract Negotiation, Competitive Rates, Managed Service
<b>Not Included</b>	Desktop or Laptop
<b>Dependencies</b>	Hosting Services, Storage Services
<b>Rate</b>	\$14.16 / Month / Account
<b>Standard</b>	WebEx Meeting Center (up to 200 participants); contact Service Owner for more options.
<b>Cust Responsibility</b>	A computer with network access. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Manage & monitor systems, and provide technical support. Provide accurate monthly bill.
<b>Ven Responsibility</b>	Provide the service.
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$230,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

# Communications

**This section contains information for the following types of services:**

- Mobile
- Network
- Telecommunications

## Mobile

<b>Name</b>	Cellular Phone Service
<b>Code</b>	1117
<b>Purpose</b>	Pass through account for Mobile Phone billing
<b>Included</b>	Contract negotiation, vendor management, billing management
<b>Not Included</b>	End-user devices
<b>Dependencies</b>	N/A
<b>Rate</b>	Variable depending on service purchased
<b>Standard</b>	Apple hardware through Verizon, AT&T, or Sprint
<b>Cust Responsibility</b>	Purchase of end-user devices
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide the service
<b>Service Owner</b>	Stipe, John <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Self-Service via Vendor Portals <b>Availability:</b> 24/7 <b>Incident:</b> 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~12,000 devices
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Pagers</b>
<b>Code</b>	1041
<b>Purpose</b>	Simple pass through service from vendor. Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.
<b>Included</b>	Contract negotiation, vendor management, billing management.
<b>Not Included</b>	Pager
<b>Dependencies</b>	Pager service
<b>Rate</b>	Pass Through / Month / Pager
<b>Standard</b>	Indiana Pager Company
<b>Cust Responsibility</b>	Customer is responsible for Pager. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide the service.
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$4,200.00 Annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.



# Network

<b>Name</b>	<b>Remote Access (Citrix)</b>
<b>Code</b>	1020
<b>Purpose</b>	Remote connectivity for users who are authorized to use applications on the state private network.
<b>Included</b>	Approved Citrix application access. Citrix client support.
<b>Not Included</b>	Virtual desktops. PC local application support
<b>Dependencies</b>	1052 (Virtual server hosting), 1177a (SAN), 1187(Data Circuits), 1155 (Network AS)
<b>Rate</b>	\$7.99 / Month / Named User
<b>Standard</b>	Citrix XenApp Server 6.x and 7.x hosting current and approved MS Windows applications.
<b>Cust Responsibility</b>	A computer with network access and State of Indiana Email. Citrix client versions currently approved and supported by IOT. A reliable network or internet connection, updated computer or tablet, current MS Windows OS. Licensing for published applications.
<b>IOT Responsibility</b>	Maintain Citrix environment, supportable connectivity and approved/supportable applications.
<b>Ven Responsibility</b>	Support and resolve issues with core Citrix products.
<b>Service Owner</b>	Baker, Mitch <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> New published applications are scoped by complexity, security layers and dependencies. Basic Apps: 98% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays) User access: 98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays). <b>Incident:</b> 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High
<b>Usage</b>	7,425 users, 517 applications, 180 servers. No growth
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Data Circuits - Off Network</b>
<b>Code</b>	1112
<b>Purpose</b>	Circuits purchased with IOT-owned contracts that are used for connectivity other than to the state backbone. Charges are billed directly to the agency and passed through IOT billing.
<b>Included</b>	Customer defined. IOT has various contracts in place to procure services. Services can invoice and pass through IOT billing at no cost.
<b>Not Included</b>	Customer defined.
<b>Dependencies</b>	Carrier availability.
<b>Rate</b>	Pass Through / Month / Circuit
<b>Standard</b>	Customer defined.
<b>Cust Responsibility</b>	Customer is responsible for any and all requirements.
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Meeting customer requirements defined in each service order.
<b>Service Owner</b>	Sharp, Charles <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Customer defined. Typically 35-45 days for copper-based, 120 days for fiber-based. Varies based on the request. <b>Availability:</b> Various. Based on carrier chosen and customer requirements <b>Incident:</b> Customer defined and managed
<b>Impact/Priority</b>	Customer defined.
<b>Usage</b>	\$18,543.00 in agency expenses pass through this product per month. The INDOT Traffic Management network is the primary user of this product.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Customer defined.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>TSO/DSO/OCR</b>	
<b>Code</b>	1126	
<b>Purpose</b>	At the customer's request, telephone and cabling parts are purchased by IOT and billed back to the agency. Materials are purchased from an approved QPA vendor and the cost passed through at no markup.	
<b>Included</b>	Provide a quote if requested. Upon agency approval, purchase material from an approved QPA vendor. Deliver/Install materials once they arrive at IOT.	
<b>Not Included</b>	N/A	
<b>Dependencies</b>	Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.	
<b>Rate</b>	Materials are billed back at the QPA vendor's price, no markup.	
<b>Standard</b>	NA	
<b>Cust Responsibility</b>	Agency Voice Coordinator must submit a ticket along with a billing code.	
<b>IOT Responsibilities</b>	IOT will purchase requested material on the agency's behalf. IOT will schedule the delivery/installation of the materials with the agency.	
<b>Ven Responsibilities</b>	Deliver the materials to IOT.	
<b>Service Owner</b>	Neuenschwander, Dan <a href="#">Click here to send the Service Owner a Message.</a>	
<b>SLO</b>	<b>Request</b>	99% response within 2 IOT Business Days (6am-6pm, M-F excl. Holidays).
	<b>Availability</b>	Varies based on the nature of the request. Small one off request with materials on hand will be complete/started within 2 business days. Large projects will be started dependent on the nature of the request/SOW. Large projects may require the ordering of materials. Large projects may also require the use of outside contractors.
	<b>Incident</b>	Telecom related issues: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays). Network related issues: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	Low / Low	
<b>Lead Time</b>	Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.	
<b>Usage</b>	NA	
<b>Reports</b>	NA	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>WAN Management Service</b>
<b>Code</b>	1141
<b>Purpose</b>	Management and infrastructure in support of the State Wide Area Network.
<b>Included</b>	Three (3) IOT resources in support of the core network and remote office structured cabling. Monthly audit of carrier invoices and project management of remote office moves, adds and changes.
<b>Not Included</b>	Project management of remote office personnel, furniture and leases.
<b>Dependencies</b>	Carrier facilities at the Lifeline Data Center
<b>Rate</b>	\$104.76 (per month per circuit)
<b>Standard</b>	Dual NNI per carrier network
<b>Cust Responsibility</b>	Project management of remote office personnel, furniture and leases.
<b>IOT Responsibility</b>	<b>Core Network</b> – Continual monitoring\support and capacity planning of all backbone circuits. <b>Remote Site Infrastructure</b> – Development\Management of Statement of work for infrastructure cabling. Competitive bidding of 5 IOT cabling vendors. Project management of other IOT resources, network, desktop, server, etc. required for each office move or expansion.
<b>Ven Responsibility</b>	Carrier facilities within the Lifeline Data Center out to the carrier cloud.
<b>Service Owner</b>	Sharp, Charles <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> N/A <b>Availability:</b> N/A <b>Incident:</b> 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High - <b>Impact</b> to the customer's business if the service is interrupted. High - <b>Priority</b> for IOT to restart the service.
<b>Usage</b>	45 Core Backbone circuits 25 Carrier NNI (Network to Network Interface) 13 DR Circuits 4 Backbone Circuits 3 Internet Egress Circuits
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . IOT Capacity Planning, Telco Utilization Report
<b>Note:</b>	<b>This is NOT an <u>orderable</u> service. It is a distributed cost based on the overall cost for IOT to support the core of our carrier-provided network that all remote offices use.</b>

<b>Name</b>	<b>Network Access Services</b>	
<b>Code</b>	1155	
<b>Purpose</b>	Provides connection to the network via wired, wireless, mobile, or remote access using VPN	
<b>Included</b>	Physical network hardware to which connection to the network backbone may be accomplished. This may include routers, switches, wireless access points, firewalls, and any other hardware required to accomplish the connection. Includes access via wireless access point and remote access via Client VPN.	
<b>Not Included</b>	Wireless network access is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used as an alternative to standard wired network connections. Outdoor wireless solutions, site surveys, solution specific hardware and physical cabling infrastructure are also not included.	
<b>Dependencies</b>	None	
<b>Rate</b>	\$103.39 / month / network switch or module	
<b>Standard</b>	Cisco	
<b>Cust Responsibility</b>	Wired network – a computer with a physical network interface card Wireless network – a computer with a wireless network interface card. For secure wireless, a domain account is required VPN – a computer with Internet access and the approved IOT VPN client installed, and a domain account properly credentialed to allow access through VPN.	
<b>IOT Responsibility</b>	IOT will determine network requirements and plan for new or changing network implementations. Design the network according to requirements and based on IOT policies and practices. Procure all necessary network components within the scope of IOT's standard offerings. Install and test the network. Monitor, manage, optimize and maintain the network.	
<b>Ven Responsibility</b>	None	
<b>Service Owner</b>	Stipe, John	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	Varies based on nature of request
	<b>Availability:</b>	6am-6pm, M-F excl. Holidays 99.9% - CAN (Campus Area Network) 98.9% - WAN (Wide Area Network) 100% - Remote Access (VPN)
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	Over 4000 routers, switches, firewalls in management – growth rate static Over 1900 wireless access points in management – growth rate 25%	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Data Circuits – On Network</b>
<b>Code</b>	1187
<b>Purpose</b>	Network connectivity between remote State offices and the Indiana Government Center facility.
<b>Included</b>	All carrier facilities from the minimum point of entry through the carrier network to the IOT core network.
<b>Not Included</b>	Any construction to extend the service from the minimum point of entry to the agencies suite.
<b>Dependencies</b>	Carrier availability per location.
<b>Rate</b>	Pass Through / Month / Circuit
<b>Standard</b>	20m fiber service for single office, 100m fiber service for shared offices (Bandwidth is based on user count and applications being used).
<b>Cust Responsibility</b>	A contact for landlord or property owner and a signed lease agreement. Number of users in the office and type of applications that will be used. A projection of usage.
<b>IOT Responsibility</b>	Placing, coordinating install and tracking order to completion, including turn up of the new service. Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	All carrier facilities from the remote office demarcation (minimum point of entry) through the carrier's network, including the carrier NNI's at the IOT Colocation facility in Indianapolis.
<b>Service Owner</b>	Sharp, Charles <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> Varies based on the nature of the request <b>Availability:</b> 98.9% WAN Wide Area Network (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High - <b>Impact</b> to the customer's business if the service is interrupted High - <b>Priority</b> for IOT to restart the service
<b>Usage</b>	806 State office circuits 567 Point to point circuits 239 Encrypted Tunnels 139 State offices have Backup\Redundant solutions State Office Media Types 54.2% Fiber          17.3% Copper          22.2% Coax 1.9% Microwave      4.3% Wireless 148 Public Safety circuits 115 County circuits
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . IOT SLA Reports (Orion), Various Carrier reports.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

## Telecommunication

<b>Name</b>	<b>Directory Assistance</b>
<b>Code</b>	1035
<b>Purpose</b>	Simple pass through service from vendor. Service invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.
<b>Included</b>	Contract negotiation, vendor management, billing management
<b>Not Included</b>	Customer is responsible for identifying billing error and reporting it to IOT.
<b>Dependencies</b>	Centrex, PBX, KTS or VoIP phone.
<b>Rate</b>	Pass Through
<b>Standard</b>	NA
<b>Cust Responsibility</b>	Customer is responsible for purchase of desk phone, headset (if required) and cable. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide Directory Assistance Help Desk
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	Low / Low
<b>Usage</b>	< \$1,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Contracted Long Distance - Switched</b>	
<b>Code</b>	1037	
<b>Purpose</b>	Service provides long distance through telephone network utilizing infrastructure provided by different telco providers.	
<b>Included</b>	Contract Negotiation, Competitive Rates, Managed Service and Management of PIC/CIC Code to long distance service provider.	
<b>Not Included</b>	Customer is responsible for identifying billing error and reporting it to IOT.	
<b>Dependencies</b>	<a href="#">Centrex</a> , PBX, KTS or <a href="#">VoIP</a> phone	
<b>Rate</b>	Pass Through @ \$0.0000 - \$0.0274 / minute	
<b>Standard</b>	CBTS and CenturyLink	
<b>Cust Responsibility</b>	Paying all service fees in a timely manner as to avoid late fees.	
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.	
<b>Ven Responsibility</b>	Provide the service.	
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message.</a>	
<b>SLO</b>	<b>Request:</b>	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	~ \$136,000.00 Annually	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
	Monthly Customer Billing and Usage Reports	
<b>Order</b>	Click <a href="#">here</a> to request this service. The customer does not directly order this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service. The customer does not directly order this service.	



<b>Name</b>	<b>800 # Service - Switched</b>
<b>Code</b>	1038
<b>Purpose</b>	Simple pass through 800 service from vendor.
<b>Included</b>	Contract negotiation, vendor management, billing management.
<b>Not Included</b>	Customer is responsible for identifying billing error and reporting it to IOT.
<b>Dependencies</b>	Centrex, PBX, KTS or VoIP phone.
<b>Rate</b>	Pass Through @ \$0.0080 - \$0.0274/minute. Service invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.
<b>Standard</b>	CBTS and CenturyLink
<b>Cust Responsibility</b>	Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide the Service
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$1,044,000 annually
<b>Reports</b>	Billing Report and Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>800 # Service - Dedicated</b>	
<b>Code</b>	1039	
<b>Purpose</b>	Simple pass through 800 service from vendor.	
<b>Included</b>	Contract negotiation, vendor management, billing management.	
<b>Not Included</b>	Customer is responsible for identifying billing error and reporting it to IOT.	
<b>Dependencies</b>	Centrex, PBX, KTS or VoIP phone	
<b>Rate</b>	Pass Through @ \$0.0080 - \$0.0179/minute Service invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.	
<b>Standard</b>	CBTS and CenturyLink	
<b>Cust Responsibility</b>	Paying all service fees in a timely manner as to avoid late fees.	
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.	
<b>Ven Responsibility</b>	Provide the Service	
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	~ \$12,000.00 annually	
<b>Reports</b>	Billing Report and Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Calling Card</b>
<b>Code</b>	1040
<b>Purpose</b>	Simple pass through service from vendor.
<b>Included</b>	Contract negotiation, vendor management, billing management
<b>Not Included</b>	Centrex, PBX, KTS or VoIP phone.
<b>Dependencies</b>	Centrex, PBX, KTS or VoIP phone
<b>Rate</b>	Pass Through / Minute Service Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.
<b>Standard</b>	CenturyLink
<b>Cust Responsibility</b>	Customer is responsible for Calling Card. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide the Service
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	< \$600.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Telephone - Centrex</b>
<b>Code</b>	1043
<b>Purpose</b>	Centrex service for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service.
<b>Included</b>	Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support.
<b>Not Included</b>	Phone and cable
<b>Dependencies</b>	Centrex phone and service.
<b>Rate</b>	\$20.00 / phone / month Rate includes Centrex line only.
<b>Standard</b>	Centrex IIN
<b>Cust Responsibility</b>	Customer is responsible for purchase of desk phone, headset (if required) and cable. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide the Service
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$228,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Telephone – Remote</b>
<b>Code</b>	1044
<b>Purpose</b>	This service covers all remote telephony communication lines and circuits for phone system service (e.g. analog phone line, PRI, Nortel PBX, CPI, etc.). This service will be phased out once all telephony services are migrated to service #1186.
<b>Included</b>	Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support, Project Management
<b>Not Included</b>	Phone PBX (or KTS system), PRI or analog phone lines
<b>Dependencies</b>	Avaya phone system and phone
<b>Rate</b>	Pass Through / Vendor Contract
<b>Standard</b>	Avaya (formerly Nortel) PBX or KTS
<b>Cust Responsibility</b>	<p>Purchase of phone system, desk phone, headset (if required) and cable. Paying all service fees in a timely manner as to avoid late fees.</p> <p>Purchase of PBX or KTS phone system, PRI (or phone lines), desk phones, cable, professional installation services and T&amp;M support (plus travel).</p>
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide Time and Material contracted support.
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$2,800,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Contracted Long Distance - Dedicated</b>	
<b>Code</b>	1107	
<b>Purpose</b>	Simple pass through service from vendor.	
<b>Included</b>	Contract Negotiation, Competitive Rates, Managed Service and Management of PIC/CIC Code to long distance service provider.	
<b>Not Included</b>	Customer is responsible for identifying billing error and reporting it to IOT.	
<b>Dependencies</b>	<a href="#">Centrex</a> , PBX, KTS or <a href="#">VoIP</a> phone	
<b>Rate</b>	Pass Through @ \$0.0000 - \$0.0179 / Minute Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.	
<b>Standard</b>	CBTS and CenturyLink	
<b>Cust Responsibility</b>	Paying all service fees in a timely manner as to avoid late fees.	
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.	
<b>Ven Responsibility</b>	Provide the service.	
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	~ \$36,000.00 annually	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Non-contracted Long Distance</b>	
<b>Code</b>	1108	
<b>Purpose</b>	Simple pass through service from vendor.	
<b>Included</b>	Contract Negotiation, Competitive Rates, Managed Service	
<b>Not Included</b>	NA	
<b>Dependencies</b>	<a href="#">Centrex</a> , PBX, KTS or <a href="#">VoIP</a> phone	
<b>Rate</b>	Pass Through / Minute Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.	
<b>Standard</b>	NA	
<b>Cust Responsibility</b>	Paying all service fees in a timely manner as to avoid late fees.	
<b>IOT Responsibility</b>	Contract negotiation, vendor management, billing management.	
<b>Ven Responsibility</b>	Provide the service.	
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	~ \$288,000.00 annually	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

**Name**  
**Purpose****TSO/DSO/OCR**

Telecom and **D**ata **S**ervice **O**rders, and **O**ff-Campus **R**equests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT.

[Click Here](#) for more details.



<b>Name</b>	<b>IP Phone</b>	
<b>Code</b>	1162	
<b>Purpose</b>	A premised based VoIP service. This will be replaced with Sol VaaS (#1186). No “new” units will be provided. Rate includes IP system servers, application software, and maintenance. (This product will be phased out in FY2019. New IP phone requests will be put on Sol VaaS (Product #1186).	
<b>Included</b>	Contract Negotiation, Competitive Rates, Managed Service, Process Returns & Disconnects, Technical Support.	
<b>Not Included</b>	IP Phone, software license, voice gateway (if needed), PRI or phone line (if needed)	
<b>Dependencies</b>	Network Switches with PoE, minimum CAT5e cable	
<b>Rate</b>	\$23.35 / Month / Phone	
<b>Standard</b>	Cisco UCS Voice over IP and G711 voice protocol.	
<b>Cust Responsibility</b>	Customer is responsible for purchase of Cat 5e Cabling (if required), IP desk phone, headset (if required), and IP phone license. PoE Switches and available bandwidth; IP voice infrastructure is a requirement before this service can be implemented. Paying all service fees in a timely manner as to avoid late fees.	
<b>IOT Responsibility</b>	Manage move, adds, changes and disconnect requests from customer. Manage & monitor systems, provide technical support and complete system upgrades. Provide accurate monthly bill.	
<b>Ven Responsibility</b>	Provide Tier 3 Technical Support	
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	~ \$600,000.00 annually	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Contact Center Support</b>
<b>Code</b>	1183
<b>Purpose</b>	Genesys, formerly Interactive Intelligence, tier 1 and 2 support services provided by IOT. This service established a Genesys Contact Center Support team to manage and assist agencies with Genesys contact center support needs.
<b>Included</b>	Contract Negotiation, Managed Service, Contact Center Design, Project Management, Some Report Filtering and Automation, standard call flow scripting
<b>Not Included</b>	IP Phones, Complex scripting and programming necessary to establish call flows. Hardware, Software Licensing, Storage. Project work and custom reporting are quoted on an as-needed basis.
<b>Dependencies</b>	Database Hosting (1114), Physical Server Hosting and Management (1050), Virtual Server Hosting - Base (1052, 1052a, 1052b), VoIP-Capable Network Infrastructure, Active Directory Connectivity.
<b>Rate</b>	\$7.99 / Month / Basic Station Service support is priced to match specific Genesys licensing, and assumes the use of IP phones.
<b>Standard</b>	Genesys (formerly Interactive Intelligence)
<b>Cust Responsibility</b>	Purchase of all Genesys application licenses (Agent/Supervisor, Recorder, Feedback, etc.), all servers, (contact center application, media servers, database, etc.), IP desk phone and appropriate licenses, headset (if required), professional development fees, support fees, and all annual license and support renewal fees; IP voice infrastructure is a requirement before this service can be implemented.
<b>IOT Responsibility</b>	Manage and monitor systems, technical support, contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide Tier 3 trouble shooting, additional professional services.
<b>Service Owner</b>	Winblad, Erik <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$792,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Monthly Customer Billing and Usage Reports and various call center reports.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Sol VaaS - IP Phone</b>
<b>Code</b>	1186
<b>Purpose</b>	<b>State of Indiana Voice as a Service</b> provides IP Telephony services. Customer has the option of a softphone or desk phone with the service. Upgrades are available at an additional cost; see Sol VaaS <a href="#">Catalog</a> for options and rates.
<b>Included</b>	Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. IP Phone, Jabber, Voicemail, Contract Negotiation, Competitive Rates, Managed Service, Chat Client.
<b>Not Included</b>	Support of Jabber on non-State-owned devices.
<b>Dependencies</b>	Must be on SEAT
<b>Rate</b>	Pass Through / Vendor Contract
<b>Standard</b>	Cisco HCS Voice over IP and G711 voice protocol.
<b>Cust Responsibility</b>	Customer is responsible for purchase of Cat 5e Cabling (if required), desktop, laptop and headset (if required). PoE switches and available bandwidth; IP voice infrastructure and QoS is a requirement before this service can be implemented (determined during IOT discovery process and site survey). Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	Provide Tier 1 Technical Support, contract negotiation, vendor management, billing management.
<b>Ven Responsibility</b>	Provide the service and Tier 2 & 3 Technical Support.
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	Service Level Objectives – 16 IOT Business Hours <b>Request:</b> 90.0% Installed within <b>xx</b> IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>xx</b> = 2 – 3 business days for up to 5 units 7 – 10 business days for 6 to 12 units case-by-case for larger deployments. <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ \$2,280,000.00 annually
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . IOT SLA Report, Call Detail Reports, Billing Reports
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Telecom Management Services</b>
<b>Code</b>	1188
<b>Purpose</b>	Provides management and support for all telephony services including: <ul style="list-style-type: none"> <li>• Pagers (1041)</li> <li>• Cellular Phone Service (1117)</li> <li>• Telephone – Centrex (1043)</li> <li>• Telephone – Remote (1044)</li> <li>• IP Phone (1162)</li> <li>• Sol VaaS (1186)</li> </ul>
<b>Included</b>	Managed Services
<b>Not Included</b>	NA
<b>Dependencies</b>	Customer must have 1 of the 1041, 1043, 1044, 1117, 1162, 1169, or 1186 products.
<b>Rate</b>	\$4.83 / Month / Unit
<b>Standard</b>	Please see the relevant service (1041, 1043, 1044, 1117, 1162, or 1186)
<b>Cust Responsibility</b>	Customer is responsible for purchase of telephony service. Paying all service fees in a timely manner as to avoid late fees.
<b>IOT Responsibility</b>	See relevant product for detail.
<b>Ven Responsibility</b>	Provide the service.
<b>Service Owner</b>	Hicks, Mike <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High
<b>Usage</b>	~ 30,000 device managed
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . OT SLA Report, Telco Utilization Report, Call Detail Reports, Billing Reports
<b>Note:</b>	<b>This service is not purchased “directly” by the customer. This service is billed to the agency simply by size. No pre-planned purchases are required.</b>

## Database

Data is King and you need a safe and reliable place to keep it. IOT utilizes the power of Oracle databases and the flexibility of MS SQL database to provide solutions that will keep your data available and secure. Built on redundant infrastructure, you can rest assured that your data will be available when you need it.

**Management:** IOT has a team of system DBAs that manage the infrastructure for all databases (creation, backups, maintenance, patching, upgrades, migrations, decommission, monitoring, etc.) including 24/7x365 on-call DBAs. Agencies with their own DBAs are typically responsible for all application-related items (performance issues, schema changes, data manipulation, etc.). Agencies in need of assistance with application related items may also engage our system DBA's for help (see [1049](#) - **Database Maintenance Services**).

**Security:** IOT adopts a "least privilege" stance when it comes to security access, and where possible utilizes Active Directory or LDAP for authentication. In shared environments this means "system admin" access is never granted unless on a temporary controlled basis and requires explicit review/approval of the Database Services Manager. In dedicated environments "system admin" may be granted on a temporary (or permanent) basis and also requires review/approval. Additionally, use of the database "administrator" account(s) is restricted to the system DBAs and should not be used by any other persons or processes.

**Exceptions:** IOT has implemented its default processes and policies to follow industry-best-practices, with data availability and safety at the forefront. In situations that require deviation from the norm, IOT management will work with agency management to find a resolution.

**Note:** Agencies requesting the Oracle High-Availability/Load Balancing RAC technology for services 1114 and 1114b will be charged the standard monthly rate for those services, times the number of instances used.

<b>Name</b>	<b>Database Maintenance Services</b>	
<b>Code</b>	1049	
<b>Purpose</b>	Database Consultant for: <ul style="list-style-type: none"><li>- application trouble shooting</li><li>- restoring databases to Dev or Test locations for troubleshooting activities</li><li>- creation of SSIS or scripts</li><li>- creating or troubleshooting custom agency jobs</li></ul>	
<b>Included</b>	Database Consultant	
<b>Not Included</b>	N/A	
<b>Dependencies</b>	N/A	
<b>Rate</b>	\$61.41 / Hour	
<b>Standard</b>	Database Consultant	
<b>Cust Responsibility</b>	Develop a request for the work, pay for the Database Consultant	
<b>IOT Responsibility</b>	Provide a qualified Database Consultant	
<b>Ven Responsibility</b>	N/A	
<b>Service Owner</b>	Carpenter, Todd	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	N/A
	<b>Availability:</b>	6am-6pm, M-F excl. Holidays, possible after hours availability
	<b>Incident:</b>	N/A
<b>Impact/Priority</b>	N/A	
<b>Usage</b>	N/A	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Database Hosting</b>	
<b>Code</b>	1114	
<b>Purpose</b>	Create an empty database (SQL or Oracle).	
<b>Included</b>	Support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.	
<b>Not Included</b>	N/A	
<b>Dependencies</b>	SAN Storage, Disaster Recovery, Hosting Services	
<b>Rate</b>	\$34.49 per Database / Month  Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases.	
<b>Standard</b>	SQL, Oracle	
<b>Cust Responsibility</b>	A computer with network access, Database Management Software.	
<b>IOT Responsibility</b>	To perform all system DBA duties and responsibilities.  IOT customers may elect either <u>Dedicated</u> or <u>Shared</u> database hosting services.	
<b>Ven Responsibility</b>	N/A	
<b>Service Owner</b>	Carpenter, Todd <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	3 Business Days
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90% resolved within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	3,300 databases	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Database Size Overage</b>	
<b>Code</b>	1114a	
<b>Purpose</b>	Cover support services required for large databases. The larger the actual database, the more services are required to support it.	
<b>Included</b>	N/A	
<b>Not Included</b>	N/A	
<b>Dependencies</b>	N/A	
<b>Rate</b>	\$1.41 /Month / GB over 1GB Fee based upon the size of the database. These are in addition to the Database Hosting fees. This fee will be measured per GB, over 1 GB. Databases of less than 1 GB will not be charged this fee.	
<b>Standard</b>	N/A	
<b>Cust Responsibility</b>	Manage their databases to minimize overage cost.	
<b>IOT Responsibility</b>	Measure database size and determine overage cost appropriately.	
<b>Ven Responsibility</b>	N/A	
<b>Service Owner</b>	Carpenter, Todd <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	N/A
	<b>Availability:</b>	N/A
	<b>Incident:</b>	N/A
<b>Impact/Priority</b>	N/A	
<b>Usage</b>	241,000 GB	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	

**Note:** **This service is not purchased “directly” by the customer. This service is billed to the agency simply by size. No pre-planned purchases are required.**



<b>Name</b>	<b>Exadata Hosting</b>	
<b>Code</b>	1114b	
<b>Purpose</b>	Premium Oracle RAC environment	
<b>Included</b>	System support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.	
<b>Not Included</b>	N/A	
<b>Dependencies</b>	Network, Disaster Recovery, Hosting Services	
<b>Rate</b>	\$973.42 / Database / Mo.	
<b>Standard</b>	Oracle Premium	
<b>Cust Responsibility</b>	A computer with network access, Database Management Software.	
<b>IOT Responsibility</b>	To perform all system DBA duties and responsibilities.	
<b>Ven Responsibility</b>	N/A	
<b>Service Owner</b>	Carpenter, Todd	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	N/A
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	<b>Incident:</b>	90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	106 databases	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

# Desktop

<b>Name</b>	<b>Legacy Application Access (Citrix)</b>
<b>Purpose</b>	<p>Provides remote connectivity for users who are authorized to use applications on the state private network. It is recommended that it be used with a reliable network or internet connection and an updated computer, laptop or tablet. Customers who publish applications in the Citrix environment are responsible for licensing their published applications.</p> <p>See <a href="#">Citrix</a> for more details</p>

<b>Name</b>	<b>Adobe Acrobat (and other Adobe products)</b>		
<b>Code</b>	1178		
<b>Purpose</b>	The State of Indiana currently has an Enterprise Term License Agreement with Adobe for the Acrobat Professional and Adobe Creative Suite Products. Taking advantage these subscriptions allows agencies to access the latest versions of Adobe Products as soon as they are released at no additional costs. The subscription also allows access to 24/7 Adobe Enterprise support, 30-minute response time SLAs for Priority 1 issues and free online videos and learning content		
<b>Included</b>	All Adobe products currently offered through the Enterprise License Agreement (ETLA) between the State of Indiana and Adobe		
<b>Not Included</b>	Adobe products not on the ETLA		
<b>Dependencies</b>	Seat		
<b>Rate</b>	1178	\$6.00 / Month / Machine - Adobe Acrobat Pro Subscription	
	1178e	\$6.00 / Month / Named User - Adobe Acrobat Pro Subscription	
	1178c	\$68.00 / Month / Machine - Adobe CC Enterprise	
	1178d	\$25.00 / Month / Machine - Adobe InDesign CC	
	1178f	\$34.00 / Month / Machine - Adobe Captivate	
	1178i	\$25.00 / Month / Machine - Adobe Illustrator	
	1178p	\$25.00 / Month / Machine - Adobe Photoshop	
	1178pp	\$25.00 / Month / Machine - Adobe Premier Pro	
	1178r	\$35.00 / Month / Machine - Adobe Robohelp	
	1178w	\$25.00 / Month / Machine - Adobe Dreamweaver	
<b>Standard</b>	Adobe Products		
<b>Cust Responsibility</b>	Networked Computer		
<b>IOT Responsibility</b>	Installation and patching of product		
<b>Ven Responsibility</b>	All products offered through the ETLA		
<b>Service Owner</b>	Reid, Jason	<a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	The purchase of software has no SLA	
	<b>Availability:</b>	Software dependent.	
	<b>Incident:</b>	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)	
<b>Impact/Priority</b>	Medium / Medium		
<b>Usage</b>	Adobe Acrobat Pro 3,363 licenses 395 avg. annual growth, running at 86 agencies		
<b>Reports</b>	Agencies can view what software licenses they own through the online software mgt. portal		
<b>Order</b>	Click <a href="#">here</a> to request this service.		
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.		

<b>Name</b>	<b>SEAT – Networked</b>	
<b>Code</b>	1001	
<b>Purpose</b>	All direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated centralized services.	
<b>Included</b>	PC Refresh (the replacement of all state workstations on a defined four year schedule). See following pages for the complete list of included items.	
<b>Not Included</b>	Monitors. Laptops are considered an upgrade and may result in an extra cost to the agency.	
<b>Dependencies</b>	Hosted Services, Collaboration Services, Storage Services, Network Services.	
<b>Rate</b>	\$69.52 / Month / SEAT	
<b>Standard</b>	Desktop - HP 800, Laptop - HP 650	
<b>Cust Responsibility</b>	Providing a monitor, replacement of perishables once depleted (i.e. laptop batteries)	
<b>IOT Responsibility</b>	See the following pages.	
<b>Ven Responsibility</b>	All hardware and applicable peripherals are purchased through a sole source vendor. The State of Indiana's current Hardware vendor is HP.	
<b>Service Owner</b>	Allen, Jeff	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays). (Standard machines only, 5 max. / request)
	<b>Availability:</b>	N/A
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	20,000 Desktops, 14,000 Laptops, not much change annually, ~10,000 Refreshed annually.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Agencies receive <a href="#">reports</a> on the number of machines they are using and the rate they are being charged on their monthly bill.	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

SEAT Services are grouped into seven major categories: customer service, email, file storage, local desktop, network, server and networked printer.

IOT evaluates all out-of-warranty network equipment and networked printer repair issues to determine if it is more cost-effective to repair or replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed irreparable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device. Local and mobile printers are not cost-effective repair items and are not supported. Agencies purchasing non-networked printers are encouraged to purchase available warranties offered with the non-networked printers.

The state's local wireless access affords users wireless access on IGC campus and agency sites in conference areas, common areas and/or public areas where users would connect using wireless devices via a centrally-managed and secure wireless solution. Customers using a computer or mobile device with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The wireless offering is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used as an alternative to standard wired network connections. The costs of an indoor access point and all the supporting systems, including wireless controllers, management consoles, redundant authentication servers, support and maintenance are included in the network management fee, which in most cases is included in Seat. Physical infrastructure to connect the wireless access point to the wired network may also be included depending on location and availability. IOT does not support outdoor wireless solutions, site surveys or solution specific hardware.

The following is the list of standard applications that will be preloaded on all IOT PCs and Laptops:

Acro Cute PDF (Windows 7 Only)	McAfee Virus Scan Enterprise
Adobe Flash Player and released patches	Microsoft Office 2013
Adobe Reader XI and released patches	Microsoft Office Service pack for 2013
Browser Version IE11	Microsoft SCCM Agent
Cisco AnyConnect (portable only)	Microsoft Visio View 2010
Citrix Online Web Plug-in	Non-descript security software
IOT specific Logos and Backgrounds	OEM Specific Applications and Utilities
McAfee Data Loss Prevention	Tricerat Citrix Printing Client (Screw Drivers)
McAfee End Point Encryption (laptops)	

<b>Name</b>	<b>SEAT - Non-Networked</b>	
<b>Code</b>	1136	
<b>Purpose</b>	All direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated centralized services.	
<b>Included</b>	See following pages for the complete list of included items.	
<b>Not Included</b>	Monitors. Non Network machines are not eligible for the PC Refresh Program.	
<b>Dependencies</b>	Hosted Services, Collaboration Services, Storage Services, Network Services.	
<b>Rate</b>	\$35.00/ Month / SEAT	
<b>Standard</b>	Desktop - HP 800, Laptop - HP 650	
<b>Cust Responsibility</b>	Providing a monitor, replacement of perishables once depleted (i.e. laptop batteries)	
<b>IOT Responsibility</b>	See the following pages.	
<b>Ven Responsibility</b>	All hardware and applicable peripherals are purchased through a sole source vendor. The State of Indiana's current Hardware vendor is HP.	
<b>Service Owner</b>	Allen, Jeff	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays). (Standard machines only, 5 max. / request)
	<b>Availability:</b>	N/A
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	20,000 Desktops, 14,000 Laptops, not much change annually, ~10,000 Refreshed annually.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Agencies receive <a href="#">reports</a> on the number of machines they are using and the rate they are being charged on their monthly bill.	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>SEAT - Non-Networked Plus</b>	
<b>Code</b>	1157	
<b>Purpose</b>	All direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated centralized services.	
<b>Included</b>	PC Refresh (the replacement of all state workstations on a defined four year schedule). See following pages for the complete list of included items.	
<b>Not Included</b>	Monitors. See following pages for the complete list of included items.	
<b>Dependencies</b>	Hosted Services, Collaboration Services, Storage Services, Network Services.	
<b>Rate</b>	\$50.00/ Month / SEAT	
<b>Standard</b>	Desktop - HP 800, Laptop - HP 650	
<b>Cust Responsibility</b>	Providing a monitor, replacement of perishables once depleted (i.e. laptop batteries)	
<b>IOT Responsibility</b>	See the following pages.	
<b>Ven Responsibility</b>	All hardware and applicable peripherals are purchased through a sole source vendor. The State of Indiana's current Hardware vendor is HP.	
<b>Service Owner</b>	Allen, Jeff	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays). (Standard machines only, 5 max. / request)
	<b>Availability:</b>	N/A
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	20,000 Desktops, 14,000 Laptops, not much change annually, ~10,000 Refreshed annually.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Agencies receive <a href="#">reports</a> on the number of machines they are using and the rate they are being charged on their monthly bill.	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service	

**Seat-A = Networked    Seat-B = Non-Networked    Seat-C = Non-Networked Plus**

Customer Service		Seat-A	Seat-B	Seat-C
Services	24/5 IOT Customer Service support (Mon-Fri)	X	X	X
	Fully staffed Helpdesk during normal IOT business hours (7am-5:30pm).	X	X	X
	Limited (emergency) support outside of regular business hours.	X	X	X
	Desktops, laptops, servers and networked printers	X	X	X
	Data network devices – routers, hubs, switches, firewalls, etc	X		
	Email and network account creation and management.	X	X	X
Email & Collaboration Services		Seat-A	Seat-B	Seat-C
Services	Office 365 G3 license (Exchange and SharePoint Online)	X		
	Office 365 EMS License	X		
	Email configuration setup and access	X		
	400 MB On-premise Exchange mailbox or 50 GB Exchange Online primary mailbox.	X		
	100 GB Exchange Online Archive storage.	X		
	All required “resource” accounts such as a conference room.	X		
	Daily backup of email for on-premise Exchange mailbox.	X		
	Email Recovery services	X		
	Anti-virus software on all on-premise Exchange servers	X		
	Administration of on-premise Exchange servers and associated storage.	X		
	Administration of public distribution lists	X		
	Webmail (Outlook Web Access)	X		
	SharePoint Online site collections creation (up to four per agency)	X		
	SharePoint Online site collections backups	X		
	SharePoint Online recovery services	X		
File Storage Services		Seat-A	Seat-B	Seat-C
Services	<b>NOTE: <u>LOCAL</u> DESKTOP/LAPTOP HARD DRIVES ARE NOT BACKED UP</b>	<b>X</b>	<b>X</b>	<b>X</b>
	HOME (H:) & project directory configuration setup and access	X		
	10 GB of HOME per User, 5 GB of per Agency User in shared file storage	X		
	Daily backup of all HOME/project data	X		
	Automatic archival of unmodified files 6 months and older	X		
	Data recovery services	X		
Server (Agency location) Services		Seat-A	Seat-B	Seat-C
Service	Distributed servers that provide some “centralized services” for off-campus offices, typically functioning as file servers and print servers. In some instances, they perform administrative functions and push scripted tasks. There are limitations on situations in which these servers will be installed/supported.	X		



Desktop Services		Seat-A	Seat-B	Seat-C
Services	Hardware support (break/fix desktops and laptops)	X	X	X
	Hardware maintenance and repair	X	X	X
	Warranty tracking	X	X	X
	Sanitizing data from desktops to be surplus or released from service	X	X	X
	Operating System (OS) support	X		
	OS installation	X	X	X
	OS patch management	X		
	Service packs management	X		
	Application software support	X		
	IOT "supported software" installations and updates/patch management	X		
	Provide icons on the desktop for Business Application Software	X		
	Anti-virus software provided (McAfee)	X	X	X
	Remote control software provided to assist Customer Support with issues.	X		
	PC Refresh every 4+ years	X		X
Network Services		Seat-A	Seat-B	Seat-C
Services	<b>Existing Network Systems – Local Area Network:</b>			
	Network cable (copper/fiber) diagnose and repair.	X		
	Wired and wireless connectivity to the network (limitations).	X		
	Replacement/Repair for failed network hardware and devices.	X		
	Cable/fiber plant upgrades (at agency's expense).	X		
	<b>New Network Systems – Local Area Network Design &amp; Implementation:</b>			
	LAN Design for new, enhanced or future network needs.	X		
	Data network design consulting services.	X		
	Configuration and installation of newly defined LAN switching hardware solutions (limitations)	X		
	<b>Network Management:</b>			
	Management of existing IP enabled/manageable networking devices.	X	X	X
	Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT.	X		
	Network monitoring and reporting upon request and availability.	X		
	<b>Network Security:</b>			
	Secure access to the internal state network.	X		
	Limited to capabilities of networking hardware devices in use at that location.	X		
	Intrusion prevention at the campus core and edge.	X		
	<b>Network Administration Services:</b>			
	Active Directory (AD) management.	X	X	X
	Dynamic Host Configuration Protocol (DHCP) management.	X	X	X
	Windows Internet Naming Service (WINS) management (name resolution).	X	X	X
	Domain Name System (DNS) management.	X	X	X

Printer Services (Networked only)		Seat-A	Seat-B	Seat-C
Services	Hardware (break/fix) support.	X		
	Customer is responsible for all consumables (paper, ink cartridges, toner, etc.).	X		
	Network connectivity.	X		
	Printer/queue setup and access.	X		
	Print server administration, if part of supported domain.	X		
	Management software to control printing to maximize cost effectiveness.	X		
	Warranty tracking.	X		
	Printer mgt., operations, performance monitoring, where technically feasible.	X		
	Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections.	X		
	IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable.	X		

## Customer Service (included with SEAT)

### Responsibilities:

1. Develop, document, approve, and implement procedures that meet requirements and policies.
2. Provide a single point of contact for customers to request assistance (service requests, problem notification, inquiries, etc.) for the specified service availability times.
3. Provide a system to document, manage, and track all requests for service, problem reports, and inquiries regardless of the means by which the request is submitted (i.e. telephone or direct online input by end-users via HelpDesk Assistant or Web-Forms).
4. Categorize, prioritize, and log all IT inquiries/problems/requests entered into the system.
5. Comply with all escalation and notification requirements.
6. Track call data and statistics such as number of calls and calls abandoned; implement processes to minimize call abandonment.
7. Create and maintain appropriate contact lists.
8. Issue broadcasts and notifications to provide system status updates as required.
9. Prepare and issue service request and incident reports as required.
10. Execute procedures for conducting end-user satisfaction surveys.
11. Maintain a continuous improvement program that improves IOT service delivery.
12. Adhere to all IOT security policies and procedures when resolving customer issues.

Customer Service Availability				
Definition	Refers to the required timeframes when certain service provided by Customer Service must be available to users, and response to automatically generated trouble tickets is achieved.			
Availability		Service Measure	Performance Target	
Normal IOT Business Hours Support		Schedule	Mon – Fri, 0600 – 1800 excluding state holidays	
After Hours (reduced) Support		Schedule	Mon – Fri, 1800 – 0600 / Sun – Sat, 0000 - 2400, Holidays	
Customer Service Response Time				
Definition	Response time is the # of seconds it take a Customer Service representative of IOT to connect with user seeking service.			
Availability		Service Measure	Performance Target	SLR
Speed to Answer		Phone response time	<= 60 seconds	90%
Call Abandonment Rate		Phone response time	<= 5%	98%
Helpdesk Assistant Rate		Online response time	<= 1 hour	98%
Customer Service First Call Incident Resolution				
Definition	The person the end-user reaches answers the question and resolves the problem for the specific issues the HelpDesk personnel are responsible for addressing.			
Incident Resolution		Service Measure	Performance Target	SLR
First Call Resolution Rate		Response Time	Resolution on first call.	90%
Customer Service Customer Satisfaction				
Definition	A subjective rating obtained through periodic client surveys where satisfaction is measured by a Yes or No answer to the Question: “Did you have a positive experience?”			
Customer Satisfaction		Service Measure	Performance Target	SLR
Periodic Sample Satisfaction		Customer Sat Rate	Positive Response	95%

## Field Operations *(included with SEAT)*

### Responsibilities:

1. Develop, document distributed computing operations and workload monitoring requirements and policies, including schedules. Ensure procedures developed meet requirements, adhere to defined policies.
2. Manage and support test-to-production migration of desktop or remote server activities.
3. Approve monitoring and problem resolution procedures.
4. Monitor operation of distributed hardware and systems as scheduled.
5. Answer and respond to inquiries and trouble resolution items (trouble tickets) and escalate in accordance with established notification procedures.
6. Provide level 2 and 3 computing technical assistance for the help desk.
7. Approve software deployment/management procedures.
8. Manage software deployment, including the use of automated tools.
9. Issue broadcasts to announce availability of upgrades to desktop and remote server software.
10. Develop and implement desktop images/builds to meet State Agency business needs.
11. Perform all State desktop and remote server software upgrades.
12. Install new or enhanced hardware components or peripherals to meet State Agency computing and/or processing requirements.
13. Perform diagnostics as required to identify cause of hardware problems, and report findings.
14. Provide direct contact with dispatch for management of warranty maintenance and support.
15. Install manufacturer changes, firmware upgrades, and other manufacturer supplied hardware improvements.
16. Replace defective parts on non-warranty std. hardware, but not to exceed 80% of replacement value.
17. Ensure all hardware maintenance activities conform to configuration mgt. and change control processes.
18. Perform tuning to maintain optimum performance across the distributed computing environment
19. Provide technical advice and support to Customer Service staff as required.
20. Evaluate, identify and recommend configuration changes which will enhance distributed computing performance.
21. Adhere to all configuration management requirements.
22. Perform data migration from existing distributed systems to new systems.
23. Provide technical assistance during all Agency remote and local office moves.
24. Ensure all support activities adhere to defined security IOT requirements.

#### Deployment – New Workstation & Peripheral SLO

Distributed Task	Service Measure	Performance Target	SLR
<b>New Workstation and Peripheral Deployment and Installation</b>	Target time from time equipment received on-site. The network must be available prior to installation.	5 business days	<b>90%</b>
<b>Remote Office Moves</b>  (All office moves will have a project established and measured against the project-based SLA)	Target time for IOT once advanced notification by agency for new site (remote office) is provided to ensure all requirements are met.		

#### Workstation Software Installation SLO

Distributed Task	Service Measure	Performance Target	SLR
<b>Standard Workstation Software Installation</b>  (All non-std. items will have a project established and measured against the project-based SLA)	Target time from time received on-site.	3 business days	<b>90%</b>

# Hosting

<b>Name</b>	<b>Physical Server Hosting and Management</b>
<b>Code</b>	1050
<b>Purpose</b>	Provide agencies a location for physical server hosting in the State of Indiana datacenters.
<b>Included</b>	<p>Hardware, OS and application software setup, installation and configuration</p> <ul style="list-style-type: none"> <li>· Tracking of warranty and non-warranty status in archer</li> <li>· Performance tuning, monitoring alerts and reports (SCOM)</li> <li>· Redundant Network connectivity (1gb and 10gb Cisco)</li> <li>· Data and OS backups</li> <li>· Monthly OS Patch management</li> <li>· OS Software upgrades</li> <li>· Enterprise Anti-Virus</li> <li>· Redundant Power</li> <li>· Proxy Load balancing for WEB Servers</li> </ul> <p>All physical servers shall be ordered from the current IDOA Hardware QPA. The server admin team will work with the QPA vendor to receive a quote that should be provided to your agencies procurement department for ordering the hardware. The OS licensing will also be ordered as part of this process.</p> <p>All information systems in the State of Indiana Datacenters are maintained by IOT. Servers that provide some “centralized services” at off-campus offices must be approved with a MOU before they are deployed.</p> <p>Maintained by the Indiana Office of Technology both on and off-campus.</p>
<b>Not Included</b>	Hardware not procured from IOT
<b>Dependencies</b>	Storage services, Backup
<b>Rate</b>	\$138.44 / Month / Server
<b>Standard</b>	IOT-CS-ARC-001
<b>Cust Responsibility</b>	A ticket to the helpdesk system to start the request with your contact information. 3 <sup>rd</sup> Party / Vendor applications on the server.
<b>IOT Responsibility</b>	Someone from the IOT team will work with you to make sure that you are getting the right server and OS for your application.
<b>Ven Responsibility</b>	3 <sup>rd</sup> Party / Vendor applications on the server
<b>Service Owner</b>	Waite, Brandon <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> Installed within 5 IOT Business Days once order arrives (6am-6pm, M-F excl. Holidays)</p> <p><b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).</p> <p><b>Incident:</b> 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)</p>
<b>Impact/Priority</b>	High
<b>Usage</b>	1,200 Servers in multiple datacenters
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Virtual Server Hosting – Base</b>	
<b>Code</b>	1052	
<b>Purpose</b>	Shared hosting of Virtual Machines (VM) reflecting the varying configurations requested by customers. The base configuration includes CPU, 1 GB RAM and up to 100 GB disk space.	
<b>Included</b>	<ol style="list-style-type: none"> <li>1. High Availability: Automatic failover of VM's between hosts.</li> <li>2. Snapshots: A bookmark in time to roll back all changes occurring after this bookmark. Retained for 72 hours as a hard limit.</li> <li>3. See IOT Responsibility below</li> </ol>	
<b>Not Included</b>	<ol style="list-style-type: none"> <li>1. Windows OVA deployments. Windows prepackaged appliances. Windows VM's created outside of IOT.</li> <li>2. Guest Operating Systems support/configuration: OS and applications (other than VMware Tools) within the hosted VM.</li> </ol>	
<b>Dependencies</b>	1177a (SAN), 1187 (Data Circuits), 1155 (Network AS), 1050 (Physical Server Hosting)	
<b>Rate</b>	\$37.70 / Month / Server	
<b>Standard</b>	Hypervisor: VMware ESXi Host VMs (virtual hardware layer) running IOT approved Microsoft Windows and Linux operating systems within supportable lifecycle.	
<b>Cust Responsibility</b>	A computer with network access and State of Indiana Email.	
<b>IOT Responsibility</b>	Support of virtual hardware, underlying physical hardware and virtual infrastructure including virtual storage and virtual networking components.	
<b>Ven Responsibility</b>	Cisco - Hardware/software support and parts replacement. VMware: virtual hardware and software support.	
<b>Service Owner</b>	Baker, Mitch	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	90% Installed within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays) For virtual hardware layer, base OS and base applications such as anti-virus and DPA Agent (backup/restores). Final OS configurations and application deployments determine the customer delivery schedule
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays). Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	3,624 Virtual Servers, 19% increase over previous year.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Virtual Server Hosting (Additional CPU)</b>
<b>Code</b>	1052a
<b>Purpose</b>	Custom core count for additional processing as needed.
<b>Included</b>	Core count change while powered off.
<b>Not Included</b>	Core count change while powered on.
<b>Dependencies</b>	1052 and its dependencies. Guest OS limitations and OS/Application licensing.
<b>Rate</b>	\$5.16 / Month / Additional CPU
<b>Standard</b>	Intel
<b>Cust Responsibility</b>	A computer with network access and State of Indiana Email. Planning and scheduling downtime window up to 1 hour. (Powered off, not a reboot)
<b>IOT Responsibility</b>	Validate core count request against limit and exception.
<b>Ven Responsibility</b>	N/A
<b>Service Owner</b>	Baker, Mitch <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> 4 hours - with an approved downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification (6am-6pm, M-F excl. Holidays)</p> <p><b>Availability:</b> Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.</p> <p>Downtime for increasing CPU Core count should be expected and planned for even if a hot-add can accomplish the desired count by multiplying sockets. A 20 core maximum is standard. More will require validated usage and exception.</p> <p><b>Incident:</b> 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).</p>
<b>Impact/Priority</b>	Delivery = Medium / Medium, Uptime = High / High
<b>Usage</b>	9,645 extra CPU beyond the single CPU included in 1052
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Virtual Server Hosting (Additional RAM)</b>	
<b>Code</b>	1052b	
<b>Purpose</b>	Custom RAM count in units of 1GB for additional memory as needed.	
<b>Included</b>	Hot add (while powered on) of RAM (Memory) in units of 1GB	
<b>Not Included</b>	Support for applications/OS unable to adapt/use additional RAM/Memory. Management of virtual memory/page files impacting physical RAM/Memory access by OS.	
<b>Dependencies</b>	N/A	
<b>Rate</b>	\$3.07 / Month / Additional 1 GB RAM	
<b>Standard</b>	N/A	
<b>Cust Responsibility</b>	A computer with network access and State of Indiana Email. Validation of current utilization and need.	
<b>IOT Responsibility</b>	Validate RAM/Memory count request against limit and exception.	
<b>Ven Responsibility</b>	N/A	
<b>Service Owner</b>	Baker, Mitch <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	4 hours (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.	
	RAM can be added while the VM and Guest Operating System are online, but some applications and operating systems will only tally memory at boot up. A reboot is recommended if expected gains are not realized.	
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	<b>Delivery</b> = Medium / Medium, <b>Uptime</b> = High / High	
<b>Usage</b>	41,024GB (41TB)	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	



<b>Name</b>	<b>Oracle Application Hosting</b>	
<b>Code</b>	1191	
<b>Purpose</b>	Oracle Applications provides agencies with a shared WebLogic Server environment which offers a highly available and secure platform for deploying enterprise applications including Oracle Forms, Oracle Reports, Oracle Portal, Oracle Internet Directory and custom Java Apps.	
<b>Included</b>	Infrastructure required to host these services and the Oracle WebLogic Server Suite licensing.	
<b>Not Included</b>	Agencies are responsible for the database costs affiliated with their application as well as any licensing not covered by the IOT license. Agencies requesting a dedicated environments require the agency to be responsible for the additional licensing and server hosting fees.	
<b>Dependencies</b>	Storage Services, Server Hosting, Database Services	
<b>Rate</b>	\$1,253.14 / Month / Site	
<b>Standard</b>	Oracle WebLogic	
<b>Cust Responsibility</b>	Agencies are responsible for the day-to-day application-level development, administration, deployment, maintenance, and troubleshooting.	
<b>IOT Responsibility</b>	Oracle WebLogic infrastructure support and maintenance.	
<b>Ven Responsibility</b>	Technical support for Oracle products.	
<b>Service Owner</b>	Kan, Elaine	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	Project Based
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	<b>Incident:</b>	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	22 sites	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>IIS Web Hosting</b>
<b>Code</b>	1192
<b>Purpose</b>	<p>Provide shared service webhosting applications. This service is offers high available web hosting space for your .net and IIS applications.</p> <p>For large applications or more mission critical services, reach out to the Server Admin team with a help desk ticket to see if a single or multiple vm server solution is right for your application.</p>
<b>Included</b>	<p>URL setup, IIS configuration, SSL certificates and extranet web hosting are provided as part of the offering.</p> <p>Due to this being a shared hosting platform, access to specific IIS configurations may be restricted.</p> <p>In addition to the production web site, a development and a quality assurance site will be provided for development and testing activities. Applications must be reviewed to ensure they are compliant with a hosting environment.</p>
<b>Not Included</b>	Application troubleshooting
<b>Dependencies</b>	Storage services, VMware
<b>Rate</b>	\$72.69 / Month / Site
<b>Standard</b>	IOT-CS-OPS-008
<b>Cust Responsibility</b>	A <a href="#">computer</a> with network access.
<b>IOT Responsibility</b>	Server uptime and configuration. IOT Currently provides support for internet information services IIS. IOT will assist with settings within IIS based on specifications from the agency.
<b>Ven Responsibility</b>	Application Code. Addition and modification of user content folders, images, code, text, photos, and videos within the IIS hosting platform are the sole responsibility of the agency.
<b>Service Owner</b>	Waite, Brandon <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request</b> 98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)</p> <p><b>Availability</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)</p> <p><b>Incident</b> 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)</p>
<b>Impact/Priority</b>	High/High
<b>Usage</b>	21 Websites
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Server Management</b>
<b>Code</b>	1195
<b>Purpose</b>	This is a standard fee for server management for any server hosted in the State of Indiana's Datacenters.
<b>Included</b>	Troubleshooting, Support and OS configuration. Recommendations for redesign and configuration of operating systems and system applications. Solutions design for new projects.
<b>Not Included</b>	3 <sup>rd</sup> party application support. While we don't know your applications as well as you do, we will always be open to help you figure out solutions or collaborate on how to resolve the issue.
<b>Dependencies</b>	N/A
<b>Rate</b>	<p>\$66.10 / Month / Server</p> <p>Each physical and virtually hosted server in the IOT datacenter that is managed by IOT will be assessed this fee on top of the monthly rate. Salaries of all IOT intermediate and Senior System Administrators that are assigned to the Server Administration team are included here along with VMware admins and datacenter management.</p>
<b>Standard</b>	Make OS and Application Level configuration changes and troubleshoot issues impacting operability. Collaborate with customer and vendor to analyze and provide solutions.
<b>Cust Responsibility</b>	N/A
<b>IOT Responsibility</b>	Provide the highest level of expertise the area of system administration for complex operating systems. Investigate, monitor and analyze all hosted systems at a hardware and operating system level.
<b>Ven Responsibility</b>	Application Support
<b>Service Owner</b>	Waite, Brandon <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> Not a requested service.</p> <p><b>Availability:</b> 6am-6pm, M-F excl. Holidays - 24x7 support for production.</p> <p><b>Incident:</b> N/A</p>
<b>Impact/Priority</b>	High/High
<b>Usage</b>	5000+ Servers
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .

**Note:** This service is not purchased "directly" by the customer.

## IT Business Continuity

Multi-site High Availability (**MHA**) and Disaster Recovery Planning (**DRP**) are the components of IT Business Continuity Services. Please refer to standards [20.1.1 Business Continuity](#) and [20.1.1 Disaster Recovery](#) for more information.

It is highly recommended for the agency to work on their overall Business Continuity Plan (COOP – Continuity of Operation Plan) which is handled by the Indiana Department of Homeland Security (IDHS). Part of the Business Continuity Plan (COOP) indicates the agency is responsible to prioritize their critical systems to partner and collaborate with IOT on a plan for recovering their systems in the Secondary Data Center in case the Primary Data Center is impacted by a disaster event.

Multi-site High Availability and Disaster Recovery purely concentrate on the IT recovery of critical systems hosted in the IOT Data Center to the Secondary Data Center with prescribed Recovery Time Objective - Downtime / Recover Point Objective - Data Loss (RTO/RPO) timelines, provided the agency has partnered with IOT to perform a yearly DR test and have a current documented Recovery Plan.

The Disaster Recovery Plan should not be assumed as a High Availability option provided the system is architected with Multi-site High Availability which is currently in testing phase (certain conditions and restrictions may apply).

IOT will provide consulting and operation support to agency business continuity efforts in the Primary Data Center. This document dictates day-to-day operations recoverability and business continuity of critical systems hosted in the Primary Data Center.

IOT also offers limited rack hosting services in the Secondary Data Center for vendor supported DR solutions. IOT explores all the logistics and technical requirements before offering this as a service to IOT and agencies.

<b>Name</b>	<b>DR Physical Server</b>
<b>Code</b>	1137p
<b>Purpose</b>	<p>Applies to each individual <b>physical</b> server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the Primary Data Center.</p> <p>The fee is applicable to servers of systems categorized in the IOT DR plan as Critical – Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.</p> <p>Additional Storage fees may apply for the replicated copy of the database to Secondary Data Center SAN.</p>
<b>Included</b>	<p>Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.</p> <p>Secondary Data Center Rack Space up to 4U.</p>
<b>Not Included</b>	<p>Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures.</p> <p>Cloud or Vendor hosted solutions.</p>
<b>Dependencies</b>	<a href="#">Storage Services</a> , <a href="#">Physical Server Hosting</a>
<b>Rate</b>	\$105.00 / Month / Server
<b>Standard</b>	<a href="#">20.1.1 Business Continuity</a> and <a href="#">20.1.1 Disaster Recovery</a>
<b>Cust Responsibility</b>	<p>Develop a Business Continuity Plan with critical application/system and their Priorities.</p> <ol style="list-style-type: none"> <li>1. Complete Archer Profile for the critical system/application on <a href="#">ISI</a> with Business Continuity and Disaster Recovery Time Objective (RTO-Downtime)/Recover Point Objective (RPO – Data loss) requirements</li> <li>2. Project request through <a href="#">Project Success Center</a></li> <li>3. <a href="#">vFire Ticket</a> to Disaster Recovery Queue with an inquiry</li> <li>4. DR Testing is required before the system officially GOES LIVE on production and plan on subsequent yearly DR test or immediately plan a DR test after major changes to the system environment as it may void the current DR documentation.</li> </ol>
<b>IOT Responsibility</b>	<ol style="list-style-type: none"> <li>1. Collaborate with IOT Project Success Center on projects that have DR requirements.</li> <li>2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting DR.</li> <li>3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on DR.</li> <li>4. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.</li> <li>5. Plan and execute DR Testing.</li> </ol>
<b>Ven Responsibility</b>	Follow IOT standard for DR implementation.

<b>Service Owner</b>	Annamalai, Ram	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment <b>Availability:</b> 6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor) <b>Incident:</b> DR incident impacted the Primary Data Center	
<b>Impact/Priority</b>	High / Medium	
<b>Usage</b>	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>DR Virtual Server</b>
<b>Code</b>	1137v
<b>Purpose</b>	<p>Applies to each individual <b>virtual</b> (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center.</p> <p>The fee is applicable to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical - Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.</p> <p>Basic Virtual Server Hosting (1052) &amp; <a href="#">storage</a> fees (&gt;100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting cost that is already incurred for the production VM in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.</p>
<b>Included</b>	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.
<b>Not Included</b>	<p>Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures.</p> <p>Cloud or Vendor hosted solutions.</p>
<b>Dependencies</b>	<a href="#">Hosting Services</a> , <a href="#">Storage Services</a>
<b>Rate</b>	\$71.01 / Month / Server
<b>Standard</b>	<a href="#">20.1.1 Business Continuity</a> and <a href="#">20.1.1 Disaster Recovery</a>
<b>Cust Responsibility</b>	<p>Develop a Business Continuity Plan with critical application/system and their Priorities</p> <ol style="list-style-type: none"> <li>1. Complete Archer Profile for the critical system/application on <a href="#">ISI</a> with Business Continuity and Disaster Recovery Time Objective (RTO-Downtime)/Recover Point Objective (RPO – Data loss) requirements</li> <li>2. Project request through <a href="#">Project Success Center</a></li> <li>3. <a href="#">vFire Ticket</a> to Disaster Recovery Queue with an enquiry</li> <li>4. DR Testing is required before the system officially GO LIVE on production and plan on subsequent yearly DR test or immediately plan a DR test after major changes to the system environment as it may void the current DR documentation.</li> </ol>
<b>IOT Responsibility</b>	<ol style="list-style-type: none"> <li>1. Collaborate with IOT Project Success Center on projects that have DR requirements.</li> <li>2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting DR.</li> <li>3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on DR.</li> <li>4. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.</li> <li>5. Plan and execute DR Testing.</li> </ol>
<b>Ven Responsibility</b>	Follow IOT standard for DR implementation.

<b>Service Owner</b>	Annamalai, Ram	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment <b>Availability:</b> 6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor) <b>Incident:</b> DR incident impacted the Primary Data Center	
<b>Impact/Priority</b>	High/Medium	
<b>Usage</b>	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	



<b>Name</b>	<b>MHA Physical - Testing</b>
<b>Code</b>	1137mp
<b>Purpose</b>	<p>Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserve the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.</p> <p>Applies to each individual <b>physical</b> server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the Primary and Secondary Data Center.</p> <p>The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Platinum (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) for operational and disaster recovery needs with hot or cold servers (VMs) maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply).</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the MHA planning and testing efforts for those critical systems bought in to this plan.</p> <p>Additional Storage fees may apply for the replicated copy of the database to secondary datacenter SAN.</p>
<b>Included</b>	<p>Project Management Services for MHA standardization, implementation with Standards, MHA testing, and MHA documentation.</p> <p>Secondary Data Center Rack Space up to 4U.</p>
<b>Not Included</b>	<p>Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.</p> <p>Cloud or Vendor hosted solutions.</p>
<b>Dependencies</b>	<a href="#">Storage Services</a> , <a href="#">Physical Server Hosting</a>
<b>Rate</b>	\$162.72 / Month / Server
<b>Standard</b>	<a href="#">20.1.1 Business Continuity</a> and <a href="#">20.1.1 Disaster Recovery</a>
<b>Cust Responsibility</b>	<ol style="list-style-type: none"> <li>1. Develop a Business Continuity Plan with critical application/system and their Priorities.</li> <li>2. Complete Archer Profile for the critical system/application on <a href="#">ISI</a> with Business Continuity and Disaster Recovery - Recovery Time Objective (RTO)/Recover Point Objective (RPO) requirements.</li> <li>3. Project request through <a href="#">Project Success Center</a>.</li> <li>4. <a href="#">vFire Ticket</a> to Disaster Recovery Queue with an enquiry.</li> <li>5. A onetime MHA Testing may be required before the system officially GO LIVE on production.</li> </ol>
<b>IOT Responsibility</b>	<ol style="list-style-type: none"> <li>1. Collaborate with IOT Project Success Center on projects that have MHA requirements.</li> <li>2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting MHA.</li> <li>3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on MHA.</li> <li>4. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.</li> <li>5. Plan and execute MHA Testing.</li> </ol>
<b>Ven Responsibility</b>	Follow IOT standard for MHA implementation.

<b>Service Owner</b>	Annamalai, Ram	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> MHA planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment <b>Availability:</b> 1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing) <b>Incident:</b> Hardware or software related operational incidents impacting the physical database clusters (SQL/Oracle Fail Safe) that have MHA. Excludes monthly Operating System or scheduled database patches. DR incident impacted the Primary Data Center.	
<b>Impact/Priority</b>	High / High	
<b>Usage</b>	IOT maintains the list of agency systems with server information that are supported in MHA plan. The information is available upon request specific to the agency.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>MHA Virtual - Testing</b>
<b>Code</b>	1137mv
<b>Purpose</b>	<p>Only new emerging or existing systems that have upgrade plan with a possible parallel environment existence will be explored for possible support. IOT reserve the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.</p> <p>Applies to each individual <b>virtual</b> (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center and Secondary Data Center.</p> <p>The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Platinum (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) with operational and disaster recovery needs with hot or cold servers maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply)</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the MHA planning and testing efforts for those critical systems bought in to this plan.</p> <p>Virtual Server Hosting (1052), CPU(1052a), Memory (1052b) &amp; <a href="#">storage</a> fees (&gt;100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting, CPU, Memory, and Storage cost that is already incurred for the production VM hosted in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.</p>
<b>Included</b>	Project Management Services for MHA standardization, implementation with Standards, MHA testing, and MHA documentation.
<b>Not Included</b>	<p>Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.</p> <p>Cloud or Vendor hosted solutions.</p>
<b>Dependencies</b>	<a href="#">Hosting Services (1052, 1052a, 1052b)</a> , <a href="#">Storage Services (1177f)</a>
<b>Rate</b>	\$110.05 / Month / Server
<b>Standard</b>	<a href="#">20.1.1 Business Continuity</a> and <a href="#">20.1.1 Disaster Recovery</a>
<b>Cust Responsibility</b>	<ol style="list-style-type: none"> <li>1. Develop a Business Continuity Plan with critical application/system and their Priorities.</li> <li>2. Complete Archer Profile for the critical system/application on <a href="#">ISI</a> with Business Continuity and Disaster Recovery Time Objective (RTO)/Recover Point Objective (RPO) requirements.</li> <li>3. Project request through <a href="#">Project Success Center</a>.</li> <li>4. <a href="#">vFire Ticket</a> to Disaster Recovery Queue with an enquiry.</li> <li>5. A onetime MHA Testing may be required before the system officially GO LIVE on production.</li> </ol>
<b>IOT Responsibility</b>	<ol style="list-style-type: none"> <li>1. Collaborate with IOT Project Success Center on projects that have MHA requirements.</li> <li>2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting MHA.</li> <li>3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on MHA.</li> <li>4. Database/Application licensing costs may apply.</li> <li>5. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.</li> <li>6. Plan and execute MHA Testing.</li> </ol>
<b>Ven Responsibility</b>	Follow IOT standard for MHA implementation.

<b>Service Owner</b>	Annamalai, Ram	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> MHA planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment <b>Availability:</b> 1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing) <b>Incident:</b> Hardware or software related operational incidents impacting the virtual servers (SQL, App, and Web VMs ) that have MHA support with geo placement of servers or replication. Excludes monthly Operating System or scheduled database patches. DR incident impacted the Primary Data Center	
<b>Impact/Priority</b>	<b>High / High</b>	
<b>Usage</b>	IOT maintains the list of agency systems with server information that are supported in MHA plan. The information is available upon request specific to the agency.	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Rack Hosting Service</b>
<b>Code</b>	1137r
<b>Purpose</b>	Applies to dedicated rack supporting any non-standard or vendor supported servers, appliances, storage, or tape library hosted in a Rackspace at the Secondary Data Center.  This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center.  <b>Note:</b> Space is limited at Secondary Data Center. IOT may not be responsible for operational support for the hardware and software, testing and the recovery of the system hosted in those dedicated racks. Agency is expected to have a contract with the vendor with all the support expectations documented in it.
<b>Included</b>	Rack Space in Secondary Data Center.
<b>Not Included</b>	Rack, Power Outlets, CDUs, Support of hardware or application hosted on that rack.
<b>Dependencies</b>	None
<b>Rate</b>	\$397 / Month / RackSpace
<b>Standard</b>	NA
<b>Cust Responsibility</b>	<ol style="list-style-type: none"> <li>1. Justification for vendor dedicated racks need in Bloomington</li> <li>2. Contract with the vendor stipulates the one time and monthly costs to host the rack.</li> <li>3. Seek Availability expectations of the services hosted in that rack and provide that to IOT.</li> <li>4. Provide the vendor contact list.</li> </ol>
<b>IOT Responsibility</b>	<p>Evaluate if the rack and equipment meets all standards and also power requirements to be hosted at Secondary Data Center.</p> <p>Add the vendor to the approved access list if hosted at Secondary Data Center.</p>
<b>Ven Responsibility</b>	Follow Secondary Data Center Standards.
<b>Service Owner</b>	Annamalai, Ram <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b></p> <p>Seek approval from agency sponsor and have IOT Computer Operations email IOT operation for accessing the vendor supported racks in Bloomington</p> <p><b>Availability:</b></p> <p>Varies with IOT and vendor provided timelines</p> <p><b>Incident:</b></p> <p>Hardware or Application Issues need to be directed to vendor provided phone number or email address for support</p>
<b>Impact/Priority</b>	Medium/Medium
<b>Usage</b>	IOT maintains the list of racks maintained by IOT and the vendor
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

# IN.Gov

## General

Do you have a need for large application development or a brand identity need? IN.Gov services can help. Although, as the name suggests, we do support the IN.Gov website, we are ready to help you with any development needs you might have. Check out our [services](#) and let us know how we can help.

**Service provided by this third party organization include the following elements:**

- Website Design & Development
- Application Development
- Creative & Branding Services
- Mapping & Location Services
- Online, Over-the-Counter and Mobile Payment Processing
- Customer Invoicing Solutions
- Interactive Voice Response Solutions
- Domain Registration
- Third-Party Application Hosting
- Third-Party Server Hosting
- Third-Party Website Add-Ons

<b>Code</b>	1131
<b>Service Owner</b>	Wilson, Alvin <a href="#">Click here to send the Service Owner a Message</a>
<b>Dependencies</b>	Web Application Service requires <a href="#">Database Services</a>

# Mainframe

<b>Name</b>	<b>Jobs Production (Scheduling, Batch and Script Workloads)</b>
<b>Code</b>	1066
<b>Purpose</b>	Scheduling and Monitoring of Batch or Script processing on a variety of operation system platforms: <div> ✓ <b>IBM System z Mainframe</b> ✓ <b>MS/Windows</b> ✓ <b>UNIX</b> ✓ <b>Linux</b> ✓ <b>AIX</b> </div>
<b>Included</b>	Scheduling and Monitoring of Batch or Script processing on a variety of operation system <ul style="list-style-type: none"> <li>• <b>Around the clock service</b> Conducted 24 / 7 / 365</li> <li>• <b>Large Scale Scheduling Capability</b>  <b>Professionally managed</b> to cover any scheduling requirement. <ul style="list-style-type: none"> <li>○ Independent, Dependent and Interdependent organization of batch and scripted workloads.</li> <li>○ Currently scheduling <ul style="list-style-type: none"> <li>▪ Hundreds of work threads.</li> <li>▪ Tens of Thousands of jobs and events daily.</li> <li>▪ Hundreds of Thousands of jobs and events managed overall.</li> </ul> </li> </ul> </li> <li>• <b>Automatic Scheduling</b> <ul style="list-style-type: none"> <li>○ Conducted by <b>CA-7 Workload Automation</b> product from Computer Associates, Inc.</li> <li>○ <b>Automatically start</b> a single job, many jobs, a thread of jobs or many threads of jobs under a variety of interdependent conditions: <ul style="list-style-type: none"> <li>▪ <b>Time-of-Day – Calendar Driven</b> – Includes holiday and weekend scheduling <ul style="list-style-type: none"> <li>✓ Start work at a specified time of day or by special date consideration.</li> </ul> </li> <li>▪ <b>Prerequisite Work</b> <ul style="list-style-type: none"> <li>✓ Start new work when preceding work has completed.</li> </ul> </li> <li>▪ <b>Milestones</b> <ul style="list-style-type: none"> <li>✓ Start or resume paused work pursuant to consumer direction.</li> </ul> </li> <li>▪ <b>Data and/or Resource Availability</b> <ul style="list-style-type: none"> <li>✓ Start or resume paused work when prerequisite files or required computer resources are available.</li> </ul> </li> </ul> </li> <li>○ <b>On Demand Scheduling</b> Request initiation of a single job or many threads of work.</li> <li>• <b>Monitoring and Tracking</b> Ensure scheduled work meets deadlines.</li> <li>• <b>Advance Tardy Notification</b> Notification to key consumer individuals when run times for one job or threads of jobs are discovered slipping which could impact deadlines.</li> <li>• <b>Scheduling Consultation</b> Conspire with IOT Workload Automation Schedulers to produce comprehensive and concentrated event scheduling plans.</li> <li>• <b>Scheduling Validation</b> Coincidental to Scheduling Consultation, ensure that workloads are sequenced to avoid impact with one another</li> </ul> </li></ul>

- **Scheduling Management**

Consumer alerting and coordination of workload scheduling requirements to ensure deadlines are met while managing workloads through stand-alone activities which may impact workload processing. An example of a stand-alone activity is implementation or conduct of operating system maintenance.

<b>Not Included</b>	N/A
<b>Dependencies</b>	None
<b>Rate</b>	\$0.1873 / Scheduled Job or Event
<b>Standard</b>	Not Applicable
<b>Cust Responsibility</b>	A <a href="#">computer</a> with network access, Blue Zone emulator software.
<b>IOT Responsibility</b>	Responsive problem determination through to resolution of IBM System z hardware, operating system and subsystem incidents for every element of mainframe operation. Participation in Disaster Recovery exercises and in actual Disaster Recovery operation as imposed by any disaster. Participation in IOT defined Information Technology Service Management ( ITSM ) protocols including IOT Change Management activities.
<b>Ven responsibility</b>	Continuous support of system hardware, operating system and subsystem software, and all other hardware and software products operating on the IBM System z mainframe pursuant to executed support agreements.
<b>Service Owner</b>	Baxter, Todd <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> Immediate <b>Availability:</b> 99.9% Mainframe Availability 24/7 – IBM (outside of scheduled maintenance), Includes CA-7 \ CA-11 (see reports below) <b>Incident:</b> Addresses varieties of incidents standardized on <a href="#">IOT ITSM</a> Policy.
<b>Impact/Priority</b>	High / High
<b>Usage</b>	3.13 Million Jobs \ Scripts Scheduled (Fy 2017) -- Non-Mainframe platforms ..... 1.4 Million Jobs -- Mainframe..... 1.73 Million Jobs.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .



<b>Name</b>	<b>Mainframe Disk Subsystem Storage</b>
<b>Code</b>	1092
<b>Purpose</b>	<p><b>Data Storage on Disk:</b> Mainframe disk storage measured in megabytes measured daily.</p> <p><b>Usage:</b> ✓ Entry Sequenced ( Flat ) Files ✓ Indexed Files ✓ Relative Record Files</p> <p><b>Note:</b> Improved Performance available for the above using Virtual Storage functions.</p> <p>✓ Data Base Extents; Any database operation including available DB2</p> <p>✓ Wide variety of user specified files</p> <p><b>Hardware:</b> IBM Disk Storage Subsystem Model 8870 ( <a href="#">DS8870</a> )</p> <p><b>Available storage:</b> 10 TB</p> <p><b>High Performance:</b> Average response time of just over one micro second with the vast majority of input/output operations completing, on average, in less than a micro second.</p> <p><b>Retention Policy:</b> Determined by agency and applied to file properties at time of allocation.</p> <p><b>Dynamic Recoverability:</b> ✓ Available depending on data type and usage. ✓ Conducted by the agency; Convenience! ✓ IOT assist support available as needed</p> <p><b>User Data Set Retention:</b> ✓ Retained online for 180 days ✓ Migrated to tape for 3 years ✓ Final Disposition: Deleted. ✓ Dynamically recoverable by data set owner; Convenience!</p> <p><b>Disaster Recovery:</b> Synchronous replication of all disk data to the Disaster Recovery site in Bloomington, Indiana using local retention policies. See <b>Mainframe Services</b>, <a href="#">here</a>, for description of mainframe Disaster Recovery services.</p>
<b>Included</b>	Ample supply of high performance disk storage for a wide variety of file structures in support of hereditary through modern application architecture and design. Support for a wide variety of database products including DB2 and Oracle whether running on IBM's System z operating system or System z Linux.
<b>Not Included</b>	Not Applicable
<b>Rate</b>	.04¢ / MB Stored / Day
<b>Standard</b>	Not Applicable
<b>Cust Responsibility</b>	Not Applicable
<b>IOT Responsibility</b>	Continuous availability during hours of operation. Continuous replication of data to Disaster Recovery site. Availability of disks independent of production operation to conduct Disaster Recovery exercises Maintain disk subsystem within supported product life cycle.
<b>Ven responsibility</b>	IBM - Maintenance of all elements of the disk subsystem, both hardware and microcode, including application of field upgrades when applicable to subsystem operation.
<b>Service Owner</b>	Baxter, Todd <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> Immediate</p> <p><b>Availability:</b> 99.9% Mainframe Availability 24/7 (outside of scheduled maintenance),</p> <p><b>Incident:</b> Addresses varieties of incidents standardized on <a href="#">IOT ITSM</a> Policy.</p>
<b>Impact/Priority</b>	High / High
<b>Usage</b>	<p><b><i>Does not include database activity</i></b></p> <p>Approximately ..... 32 Million files opened annually. (Fy 2017)</p> <p>---14 Million Files allocated for Output</p> <p>---18 Million Files opened for Input</p> <p>Approximately ..... 3,786 Billion Input / Output Operations annually (Fy 2017)</p> <p>Approximately ..... 86,733 Trillion Bytes of data transferred annually (Fy 2017)</p> <p>- 23,457 Average bytes transferred in each I/O Operation</p>

**Reports**

Statewide Monthly IOT Service Performance Reports can be found [here](#).  
General and specific reporting on performance metrics as needed.

**Order**

Click [here](#) to request this service.

**Cancel**

Click [here](#) to cancel your existing service.

<b>Name</b>	<b>Virtual Tape Storage Subsystem</b>
<b>Code</b>	1094
<b>Purpose</b>	<b>Virtual Tape</b> storage access to all mainframe workloads measured by individual mounting of any subsystem virtual tape.
<b>Included</b>	<p><b>Hardware:</b> IBM Tape Storage Subsystem Model 7720 (<a href="#">TS7700</a>)  No Mylar/Oxide tapes – High Reliability – High Performance – High Availability</p> <p><b>High Performance Throughput:</b> Processing at the speed of disk</p> <p><b>Virtual Tape Storage Capacity:</b> 140 TB</p> <p><b>Virtual Tape Volumes:</b> 300,000 maximum</p> <p><b>Individual Tape Volume Capacity:</b> 6GB</p> <p><b>Maximum Virtual Tapes Mounted:</b> 512 at once (256 at Disaster Recovery Site)</p> <p><b>Disaster Recovery:</b> Grid Communication for asynchronous replication of all virtual tape data to a TS7720 at the Disaster Recovery site in Bloomington, Indiana using local retention policies. See mainframe services, <a href="#">here</a>, for description of mainframe Disaster Recovery services.</p> <p><b>High Availability:</b> Three TS7720 cluster operations, two in Indianapolis and one in Bloomington, provide seamless and immediate access, via Grid Communication, for local mainframe operation to all replicated tape volumes at the Disaster Recovery site in Bloomington, Indiana for any failure occurring to either of the two local TS7720s in operation.</p>
<b>Not Included</b>	
<b>Dependencies</b>	System Security Authorization to allocate tape data sets.
<b>Rate</b>	\$0.4612 / Virtual tape Mount
<b>Standard</b>	Not Applicable
<b>Cust Responsibility</b>	Not Applicable
<b>IOT Responsibility</b>	<p>Continuous availability during hours of operation.</p> <p>Continuous replication of data to Disaster Recovery site.</p> <p>Access to virtual tape independent of production operation to conduct Disaster Recovery exercises</p> <p>Maintain virtual tape subsystem within supported product life cycle.</p>
<b>Ven responsibility</b>	IBM - Maintenance of all elements of the virtual tape subsystem, both hardware and microcode, including application of field upgrades when applicable to subsystem operation.
<b>Service Owner</b>	Baxter, Todd <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request</b> Immediately Available for standard virtual tape files.  Less than one standard business hour for generational file setup.</p> <p><b>Availability</b> 99.999% - Capacity and Operational 24/7 (outside scheduled maintenance)</p> <p><b>Incident</b> Immediate by use of disaster recovery operation.</p>
<b>Impact/Priority</b>	High / High
<b>Usage</b>	<p>Approximately ..... 6 Million tape mounts annually. (Fy 2017)</p> <p>-- 4.2 Million Mounts for Input</p> <p>-- 1.8 Million Mounts for Output</p> <p>Approximately ..... 98.4 Billion Input / Output Operations annually (Fy 2017)</p> <p>Approximately ..... 2,429 Trillion Bytes of data transferred annually (Fy 2017)</p> <p>--- 24,654 Average bytes transferred in each I/O Operation</p>
<b>Reports</b>	<p>Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a>.</p> <p>Performance, availability, throughput and many operational reporting is available on a one-time or continuing basis upon request.</p>
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

**Name IBM System z Mainframe Services****Code** 5000**Purpose** Highly configurable, highly reliable, highly recoverable, high performance and cost controlled operation in all areas of application system throughput and delivery.**Included** The following services are **immediately available** for customer assignment or Proof of Concept anywhere IOT Network services are found:

- **Java / Node.js** – Support for development and operation of this popular language.
- **Database Services – High Performance**
  - All Database Services available to **JDBC/ODBC** connectivity as identified herein.
  - **Available Database Operations**
    - **Relational Database**; SQL via IBM **DB2** database engine.
    - **Hierarchical Database**; IBM's fully matured and highly reliable Information Management System; **IMS**.
  - Utilization of **SOAP** and **RESTful APIs** ( See Obtainable Services, [here](#) )
  - **Application Interfaces**

Within various exploitations or limitations, all database services interface with:

    - **Local Operation**: Application systems contained within IBM System z mainframe operation.
    - **Remote/Distributed** application program products and services running on virtually any operating system platform that requires relational database services by an extensive selection of application development products. Remote operating systems include:
      - ✓ Other IBM System z operations
      - ✓ **Linux** Application Servers, including high performance Linux operation available, contained within the current IBM System z mainframe operation.
      - ✓ **UNIX** Application Servers, including high performance UNIX operation available, contained within the current IBM System z mainframe operation.
      - ✓ **Windows** Application Servers
      - ✓ IBM AIX operation
      - ✓ Others
    - **Application Development Products**:
      - ✓ .Net including Visual Basic, both Microsoft or third party
      - ✓ C, C+, C++, C#                      ✓ Python
      - ✓ Java - Any Provider of Java      ✓ Perl
      - ✓ JavaScript                            ✓ Many others...
- **IBM's Customer Information Control System – CICS Transaction Server**
  - A First Class application transaction server
  - Including operation of transactional Java applications – Node.js
  - Utilization of SOAP and RESTful APIs ( See Obtainable Services, [here](#) )
  - Read more about the CICS Transaction Server [here](#).

- **Comprehensive Disaster Recovery ( DR ) – Included**
  - **A Twin IBM System z** mainframe operation, located at the University of Indiana, operating as disaster recovery warm site.
  - **Nearly Instantaneous Replication** of all disk and tape storage to DR operation in Bloomington, Indiana.
    - 140 TB of tape storage
    - 10 TB of disk storage
      - ✓ Includes separate semi-daily disk snapshots for a total of three off-site versions
      - ✓ Semi-Daily disk snapshots permit full Disaster Recovery event testing without impact to continuous live operation in Indianapolis; zero impact.
  - **Available three times each calendar year** for disaster recovery assurance testing
    - Hardware, Software and Operation included in the service rate.
    - DR testing services are a collaboration between the Agency, Mainframe Services, and Middleware Operational service teams organized, managed, conducted and documented by DR Project Management Services. Click [here](#) for additional Disaster Recovery information from IOT.
  - **Complete Network Access** to live or test DR operation from anywhere IOT Network services are found.
  - Recovery Time Objective (RTO – Downtime) - This requirement directs restoration of service 6 hours from the time the CIO declares an actual disaster upon advice from the Governor.
  - DR Recover Point Objective (RPO – Data loss) will be worked agency specific, as they may vary with the agency system
- **Modernized COBOL** development and operation
- Sophisticated development program library management and change control.
- **IBM's File Manager** - User friendly tools for comprehensive file management and data manipulation, working with many file structures and databases present or operating on the IBM System z mainframe. Among File Manager capabilities is the definitions of files, browsing, editing, copying and printing of data stored in a variety of forms:
  - Unix files
  - Flat files
  - Virtual Managed files (VSAM)
  - Indexed files
  - [CICS](#) Storage Resources
  - [DB2](#) – Various data and resources
  - [IMS](#) – Manipulate elements and data
  - Map record elements
  - Sort data
  - Perform Sophisticated Comparisons
  - Invoke REXX routines; Automation
- **Alert Services** for anomalous change in application system or subsystem operation delivered by email.
- **Report Distribution** - On-demand delivery directly from mainframe operation to network printers and email boxes in a variety of formats.
- **24 / 7 / 365 Support** - Continuous operational staffing for response to all operational needs.
- **Virtual Tape Library** - No Mylar/Oxide tapes - High Reliability - High Performance - 140 TB
- **Extended Services** - Available for development and customization to user specification without procurement.  
Arrangement by [Service Owner](#).

**Performance Metrics Reporting**

- Wide variety of highly detailed and/or aggregated reporting, delivered to customers in various formats, is available on a variety of performance, throughput and resource consumption metrics. From transaction response time to data throughput, reporting demonstrates that SLA requirements, determined and agreed upon by IOT and the customer, are being met. Reporting is also available for customer application performance tuning. A wealth of performance and throughput reporting is available.

**Obtainable Services** Available for procurement or development by arrangement of [Service Owner](#).

**Linux High Performance Hosting**

- Host Linux applications, application suites or databases on a high performance Linux operation, participating as a local or distributed operation. When operating, this extended service Includes [Disaster Recovery](#) services.

**Application Program Interface**

- SOAP or RESTful API interface ( [JSON](#) ) to mainframe application operation. Deliver APIs to a variety of application services including HTTP for device independent operation.

**API Management**

- Manage, deliver and secure APIs.

**Not Included**

NA

**Dependencies**

None

**Rate**

0.97¢ / CPU Second

**Standard**

Not Applicable

**Cust Responsibility**

A [computer](#) with IOT network access and Bluezone emulator software.

Collaborative System Administration support as may be required for connection and operation of distributed environments.

Application planning, development, implementation and maintenance in any application environment included from application interfaces noted above, [here](#).

Participation in IOT project management activities where implemented operation of customer application(s) on the IBM System z mainframe is of significant magnitude.

Participation in Disaster Recovery exercises and in actual Disaster Recovery operation as imposed by any disaster.

Participation in IOT defined Information Technology Service Management ( ITSM ) protocols including IOT Change Management activities.

**Please note that some IOT and Customer responsibilities may be coincidental.**

**IOT Responsibility**

Maintenance of all hardware and software support agreements with supply and support vendors are maintained as current and executing at all times.

Maintain currency of all IBM System z mainframe hardware and software elements as required by vendor support. Ensure any operating hardware or software level is backed by vendor engineering support. Includes implementation of system hardware or software level upgrades by IOT's mainframe system administrators.

Ensure optimal vendor service levels are negotiated and enforced based on severity for incidental system hardware and software failures.

On a continuing basis, provide access to and cooperation by system administrators for every aspect of IBM System z mainframe operation as required to support all customers for architecting, planning, implementation and maintenance of accommodating mainframe services whether presently available or to be acquired or appropriated.

Responsive problem determination through to resolution of IBM System z hardware, operating system and subsystem incidents for every element of mainframe operation.

Participation in IOT project management activities where implemented operation of customer application(s) on the IBM System z mainframe is of significant magnitude.

Participation in Disaster Recovery exercises and in actual Disaster Recovery operation as imposed by any disaster.

Participation in IOT defined Information Technology Service Management ( ITSM ) protocols including IOT Change Management activities.

**Please note that some IOT and Customer responsibilities may be coincidental.**

<b>Ven responsibility</b>	Continuous support of system hardware, operating system and subsystem software, and all other hardware and software products operating on the IBM System z mainframe pursuant to executed support agreements.
<b>Service Owner</b>	Baxter, Todd <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> Immediate <b>Availability:</b> 99.999% Availability 24/7 (outside scheduled maintenance). <b>Incident:</b> Addresses all varieties of incidents standardized on <a href="#">IOT ITSM</a> Policy.
<b>Impact/Priority</b>	High / High
<b>Usage</b>	Mainframe operating system IBM System z Operating System; z/OS Version 2 Release 3 IMS ----- 1.8 Billion Standard Business Day Transactions (Fy 2017) – 1.81 Billion Total DB2 ----- 75 Million Standard Business Day Transactions (Fy 2017) – 76.5 Million Total CICS ----- 46.6 Million Standard Business Day Transactions (Fy 2017) – 47.2 Million Total TSO ----- 45.8 Million Standard Business Day Transactions (Fy 2017) – 47.2 Million Total
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> . Performance Metrics reporting as noted <a href="#">above</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.
<b>Note:</b>	<b>This service not purchased “directly” by the customer. It billed to the agency simply on the basis of mainframe resource consumption. No pre-planned purchases are required.</b>



## Project Success Center

**General.** A poorly run project will ultimately result in a longer duration, with more effort, and heightened cost. Let the Indiana Office of Technology (IOT) Project Success Center (PSC) team take your project from conception to completion and bring it home on time and on budget.

For agency owned projects, the PSC team provides project management services for only the IOT specific project activities OR for both agency and IOT project activities. The PSC team provides project oversight and guidance as part of a Project Assurance (PA) service, Sr. level consulting services for Project Business Justification analysis, RFP/Contract assessment and guidance, and Project Performance Reporting service to satisfy State of Indiana Key Performance Indicator (KPI) reporting for Large Information Technology (IT) projects. Additionally, the PSC team also offers various Project Management and MS Project Online training services. *Let the PSC team take your PMO to the next level by migrating your agency projects to IOT's MS Project Online. This service includes consulting, configuration and training.*

The PSC team's goal is to promote the successful delivery of quality products or services for the State of Indiana utilizing industry best project management practices and using a structured project management framework developed by the PSC team. To learn more about the PSC Framework, including activities and deliverables, please refer to the [IOT PSC home page](#).

To get started today, email the PSC team at [PSC@iot.in.gov](mailto:PSC@iot.in.gov) or submit a project request via the PSC Project Request Form (from link above). Once a project request is received, a member of the PSC team will conduct a Project Classification Assessment with the requesting agency to evaluate the project and to generate the priority, complexity, and risk scores for the project. Those scores guide the PSC team to determine which role(s) are best suited to provide PSC services to the requesting agency for that project. The service options and rates below reflect that guidance.

<b>Name</b>	<b>Project Manager Senior</b>
<b>Code</b>	1182a
<b>Purpose</b>	A PSC team member qualified to partner with agencies to manage/lead IOT activities for high and medium priority, complex, and risky projects. Examples of projects requiring a Project Manager Senior include projects involving large, medium or multiple system replacements and data conversion, projects affecting multiple agencies, projects that involve sensitive data resulting in the need for heightened security and infrastructure (PZ), and projects involving new technologies or never before implemented infrastructure.
<b>Included</b>	Agency-wide availability of project information. Consistent look/feel for all sites. Integrated dashboards and reports. Support from IOT's Project Success Center.
<b>Not Included</b>	BA unless requested.
<b>Dependencies</b>	Project Dependent
<b>Rate</b>	\$110.00 / Hour
<b>Standard</b>	Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)
<b>Cust Responsibility</b>	A <a href="#">computer</a> with network access to submit new project requests through the <a href="#">PSC Project Request Form</a>
<b>IOT Responsibility</b>	Project Dependent.
<b>Ven Responsibility</b>	Project Dependent.
<b>Service Owner</b>	Kelly, Diane <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Reply within 5 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Delivery:</b> On-Time, On-Schedule, In-Scope project delivery.
<b>Impact/Priority</b>	Project Dependent
<b>Usage</b>	There are 80 active projects.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a>



**Order**  
**Cancel**

Project Status, Executive Summary, Dashboard through MS Project Online

Click [here](#) to request this service.

Click [here](#) to cancel your existing service.

<b>Name</b>	<b>Project Manager Standard</b>
<b>Code</b>	1182b
<b>Purpose</b>	A PSC team member qualified to partner with agencies to lead low priority, complexity, and risk projects. Examples of projects requiring a Project Manager Standard include those involving standard system and server migrations, projects impacting a single or multiple agencies, and projects involving the delivery of commonly implemented technologies and infrastructure.
<b>Included</b>	Agency-wide availability of project information. Consistent look/feel for all sites. Integrated dashboards and reports. Support from IOT's Project Success Center.
<b>Not Included</b>	BA unless requested.
<b>Dependencies</b>	Project Dependent
<b>Rate</b>	\$90.00 / Hour
<b>Standard</b>	Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)
<b>Cust Responsibility</b>	A <a href="#">computer</a> with network access to submit new project requests through the <a href="#">PSC Project Request Form</a>
<b>IOT Responsibility</b>	Project Dependent
<b>Ven Responsibility</b>	Project Dependent
<b>Service Owner</b>	Kelly, Diane <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Reply within 5 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Delivery:</b> On-Time, On-Schedule, In-Scope project delivery.
<b>Impact/Priority</b>	Project Dependent
<b>Usage</b>	There are 80 active projects.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> Project Status, Executive Summary, Dashboard through MS Project Online
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Project Management Specialist</b>
<b>Code</b>	1182c
<b>Purpose</b>	<p>A PSC team member qualified to manage/lead IOT, agency, and vendor activities for high priority, complex, and risky agency owned projects. Examples of projects requiring a Project Manager Specialist include large programs with multiple complex projects that have significant dependencies on one another and that significantly impact how multiple agencies do business.</p> <p>As part of the PSC team's Microsoft Project Online Services, a PSC team member will partner with agencies to provide project management, consultation, and technical leadership to enable agencies to begin using the State of Indiana's Microsoft Project Online to manage, track, and report agency projects. IOT's proven design and reporting setup will be leveraged initially to speed time of delivery and customizations to meet specific agency requirements will be designed, developed and delivered as needed for initial rollout. Enhancement/Support services post rollout are also available.</p>
<b>Included</b>	<p>Agency-wide availability of project information.</p> <p>Consistent look/feel for all sites.</p> <p>Integrated dashboards and reports.</p> <p>Support from IOT's Project Success Center.</p>
<b>Not Included</b>	BA unless requested.
<b>Dependencies</b>	Project Dependent
<b>Rate</b>	\$135.00 / Hour
<b>Standard</b>	Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)
<b>Cust Responsibility</b>	A <a href="#">computer</a> with network access to submit new project requests through the <a href="#">PSC Project Request Form</a>
<b>IOT Responsibility</b>	Project Dependent
<b>Ven Responsibility</b>	Project Dependent
<b>Service Owner</b>	Kelly, Diane <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Reply within 5 IOT Business Days (6am-6pm, M-F excl. Holidays) <b>Delivery:</b> On-Time, On-Schedule, In-Scope project delivery.
<b>Impact/Priority</b>	Project Dependent
<b>Usage</b>	There are 80 active projects.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> Project Status, Executive Summary, Dashboard through MS Project Online
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Large Project - Senior Consultant</b>
<b>Code</b>	1182d
<b>Purpose</b>	Large Information Technology (IT) projects can be extremely complex, costly, risky, and challenging. In response to these challenges, the State of Indiana (SOI) has rolled out a series of processes to heighten opportunities for large IT project success. A member of the IOT's Large Project Delivery team, as directed by OMB, delivers senior consulting services to help agency leaders and project teams navigate the new processes and in doing so, provides experience and expertise that helps identify and eliminate / mitigate project risks and enhances project visibility to increase opportunity for project success.
<b>Included</b>	<p>Services are offered throughout the large project lifecycle from project intake, solution analysis, planning, execution, and close out. Activities include but are not limited to:</p> <ul style="list-style-type: none"> <li>Assisting agency navigate OMB's Project Portfolio Risk Management (PPRM) process by delivering risk profiling service, assisting with the Project Investments Proposal (PIP) document, and coordinating OMB meetings</li> <li>Partnering with agency on project procurements (RFIs, RFPs, Contracts) for IT projects of all sizes</li> <li>Administering required independent project oversight services by scoping, procuring, and managing vendor Independent Verification &amp; Validation (IV&amp;V) services OR delivering IOT's Project Assurance (PA) services.</li> <li>Administering required SOI large project status reporting by preparing the large project dashboard, training the agency PM, and generating / distributing standard large project status reports via email and the large project site.</li> <li>Other high level strategic and consulting services as needed.</li> </ul>
<b>Not Included</b>	IOT delivered project management (PM) services for IOT specific or overall project activities. See codes 1181a, 1182b, and 1182c for IOT PM Services.
<b>Dependencies</b>	Dependent on type of service requested.
<b>Rate</b>	\$135.00 / Hour
<b>Standard</b>	<p>Large IT Development Project Standard (IOT-CS-OPS-003)</p> <p>IT Development Project Independent Verification and Validation / Project Assurance (IOT-CS-OPS-006).</p> <p>Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)</p>
<b>Cust Resp</b>	<p>Contact the service owner to ask question(s), request service, or cancel service.</p> <p>Submit new Large IT project requests through the <a href="#">PSC Project Request Form</a>.</p> <p>Participate in Project Classification Assessment to size project's priority/complexity/risk.</p> <p>Participate in IV&amp;V/PA scoping/planning.</p> <p>Provide access to project work products/meetings to facilitate IV&amp;V/PA discussion/evaluation.</p> <p>Provide high level status information to support monthly large IT project reporting requirements.</p>
<b>IOT Responsibility</b>	Large Project Delivery team to deliver timely, valuable, and high quality services.
<b>Ven Responsibility</b>	Dependent on type of service requested.
<b>Service Owner</b>	Baker, Bill <a href="#">Click here to send the Service Owner a Message</a> .
<b>SLO</b>	<p><b>Request:</b> Requestor of services will be contacted within 5 IOT business days</p> <p><b>Availability:</b> These services are available as needed by agencies</p> <p><b>Incident:</b> N/A</p>
<b>Impact/Priority</b>	Impact on service interruption is dependent on type of service requested.
<b>Usage</b>	Currently providing services for 12 large IT projects in execution phases (\$530M budget) with 5 additional projects identified. Use of these services for large projects up 140% since early 2018.
<b>Reports</b>	As part of the service, monthly PM and IV&V/PA project status reports are distributed by email and made available on the large project site.
<b>Order</b>	Click <a href="#">here</a> to send a message to the service owner about requesting this service.
<b>Cancel</b>	Click <a href="#">here</a> to send a message to the service owner about canceling your existing service.

<b>Name</b>	<b>MS Project Online Premium License/Support</b>
<b>Code</b>	1199pr
<b>Purpose</b>	This provides customers a Microsoft Project Online Premium license and IOT Project Online administration support. The license provides portfolio-level cross-project analysis dashboards/reports in addition to project-level dashboards/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
<b>Included</b>	The setup "project" will be scoped and the cost estimate will be provided to the customer.
<b>Not Included</b>	Initial environment setup. Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist).
<b>Dependencies</b>	Project Management Specialist to set up the Project Online environment.
<b>Rate</b>	\$42.00 per user per month as follows: \$38.66 Microsoft Project Online Premium license +\$3.34 IOT site administration/update fee*.
<b>Standard</b>	Microsoft Project Online (Premium, Professional, or Essentials) and Microsoft Project Professional.
<b>Cust Responsibility</b>	A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access.
<b>IOT Responsibility</b>	Maintain and support Project Online environment and related infrastructure.
<b>Ven Responsibility</b>	Technical support for Microsoft products.
<b>Service Owner</b>	Kelly, Diane <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Licenses require 10 IOT business days to become active <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	Low/Medium
<b>Usage</b>	Currently 108 licenses, growing by 20 per quarter.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a>
<b>Dependencies</b>	<a href="#">Project Management Specialist</a> to set up the Project Online environment.
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>MS Project Online Professional License/Support</b>
<b>Code</b>	1199pp
<b>Purpose</b>	This provides customers a Microsoft Project Online Professional license and IOT Project Online administration support. The license provides project-level dashboard/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
<b>Included</b>	The setup "project" will be scoped and the cost estimate will be provided to the customer.
<b>Not Included</b>	Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist).
<b>Dependencies</b>	<a href="#">Project Management Specialist</a> to set up the Project Online environment.
<b>Rate</b>	\$24.00 per user per month \$21.09 Microsoft Project Online Professional license +\$2.91 IOT site admin/update fee*.
<b>Standard</b>	Microsoft Project Online (Premium, Professional, or Essentials) and Microsoft Project Professional.
<b>Cust Responsibility</b>	A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access.
<b>IOT Responsibility</b>	Maintain and support Project Online environment and related infrastructure.
<b>Ven Responsibility</b>	Technical support for Microsoft products.
<b>Service Owner</b>	Kelly, Diane <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Licenses require 10 IOT business days to become active <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	Low/Medium
<b>Usage</b>	Currently 108 licenses, growing by 20 per quarter.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a>
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>MS Project Online Essentials License/Support</b>
<b>Code</b>	1199pe
<b>Purpose</b>	This provides customers a Microsoft Project Online Essentials license and IOT Project Online administration support. The license provides project-level reports, online task updating/recording and project sites. This provides enterprise-level project task updates, collaboration, and time recording solution which enables an organization to easily manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
<b>Included</b>	The setup "project" will be scoped and the cost estimate will be provided to the customer.
<b>Not Included</b>	Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist).
<b>Dependencies</b>	<a href="#">Project Management Specialist</a> to set up the Project Online environment.
<b>Rate</b>	\$5.50 per user per month \$5.03 Microsoft Project Online Essentials license +\$.47 IOT administration/enhancement fee*.
<b>Standard</b>	Microsoft Project Online (Premium, Professional, or Essentials) and Microsoft Project Professional.
<b>Cust Responsibility</b>	A Windows 7 or Windows 10 computer with network access.
<b>IOT Responsibility</b>	Maintain and support Project Online environment and related infrastructure.
<b>Ven Responsibility</b>	Technical support for Microsoft products.
<b>Service Owner</b>	Kelly, Diane <a href="#">Click here to send the Service Owner a Message.</a>
<b>SLO</b>	<b>Request:</b> Licenses require 10 IOT business days to become active <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
<b>Impact/Priority</b>	Low/Medium
<b>Usage</b>	Currently 325 licenses available.
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a>
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

# Security

<b>Name</b>	<b>Security Baseline</b>
<b>Code</b>	1175
<b>Purpose</b>	Applies to all workers, systems and information on the state network. This includes all direct labor, contracts, hardware, software and other direct costs required by IOT to baseline security levels needed for the secure operation of State information resources. Baseline Security components comprise the minimum security standards applied for the enterprise regardless of data.
<b>Included</b>	<ul style="list-style-type: none"> <li>• Firewall Management</li> <li>• Email Filtering</li> <li>• Web Filtering</li> <li>• Server Protections</li> <li>• Incident/Event Management</li> <li>• Vulnerability Scanning</li> <li>• Patch Management</li> <li>• Web Application Firewall</li> <li>• Training &amp; Awareness</li> <li>• Identity &amp; Access Management</li> <li>• Endpoint Protection</li> <li>• Network Protection</li> <li>• SIEM</li> <li>• Security Operation Center</li> <li>• DLP</li> <li>• Asset Management</li> <li>• Network Access Control</li> <li>• Policy, Governance, Risk and Compliance and GRC Tooling</li> </ul>
<b>Not Included</b>	Security services related to the network protected zone
<b>Dependencies</b>	NA
<b>Rate</b>	\$25.35 / Month / Server and SEAT
<b>Standard</b>	NA
<b>Cust Responsibility</b>	Agencies must foster an environment of security policy compliance, encouraging staff to play their role in the securing of citizen data. This covers infrastructure component security, applications and related measures is the responsibility of the customer. Furthermore, agencies must work with IOT to complete required security initiatives and planning.
<b>IOT Responsibility</b>	The functionality of the tools, policies and procedures and related protections are applied to all workstations and servers in the executive branch as a standard component of IOT services.
<b>Ven Responsibility</b>	NA
<b>Service Owner</b>	Sacks, Bryan <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> No request required, services applied automatically to all servers/workstations.</p> <p><b>Availability:</b> This rate is comprised of multiple services for which availability may vary.</p> <p><b>Incident:</b> This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.</p>
<b>Impact/Priority</b>	High / High
<b>Usage</b>	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
<b>Reports</b>	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
<b>Order</b>	NA
<b>Cancel</b>	NA



<b>Name</b>	<b>Confidential Systems Security</b>
<b>Code</b>	1180
<b>Purpose</b>	Applies to systems containing confidential data. The service includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide service. Confidential data systems security requires additional security protection components and schemes beyond those provided by baseline security components.
<b>Included</b>	<ul style="list-style-type: none"> <li>• System Isolation and Network Segmentation</li> <li>• System Hardening</li> <li>• Encryption (In Transit, At Rest)</li> <li>• Restricted Access Through Enhanced Account Management</li> <li>• Tiered Architectural Design (Web, App, Database)</li> <li>• Additional Server Protections (Hardened, Application and Network Communications Whitelisting)</li> <li>• Additional Layers of Policy, Governance, and Compliance</li> <li>• Additional Auditing Requirements (Storage is Separate)</li> </ul>
<b>Not Included</b>	Baseline Security Services
<b>Dependencies</b>	NA
<b>Rate</b>	\$196.39 / Month / Server comprising systems with confidential data
<b>Standard</b>	NA
<b>Cust Responsibility</b>	Ensure systems containing confidential data are appropriately segregated from other systems through use of the protected zone.
<b>IOT Responsibility</b>	Provide appropriate architecture, tools and operational expertise to implement systems into the protected zone. Ensuring agencies understand the weakening of this architecture and protections in the case of exceptions.
<b>Ven Responsibility</b>	NA
<b>Service Owner</b>	Sacks, Bryan <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> Will vary dependent on agency resources and system complexity.</p> <p><b>Availability:</b> This rate is comprised of multiple services for which availability may vary.</p> <p><b>Incident:</b> This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.</p>
<b>Impact/Priority</b>	High / High
<b>Usage</b>	927,664,998 Blocked Connections (Only Top 6 Countries) 1,899,309,034 Web requests blocked due to URL 1,148,403 Web requests blocked due to Virus 102,928 Emails blocked due to malicious content 4,770 Malware Events Blocked at the Desktop 243,408,283,476 SIEM Events Processed 112,135,599,615 Firewall Events Processed
<b>Reports</b>	Available upon request. A number of measurements are being tracked or plan to be tracked as the rollout of the security tools continues
<b>Order</b>	NA
<b>Cancel</b>	NA

## Storage

<b>Name</b>	<b>Shared SAN Storage</b>
<b>Code</b>	1177a
<b>Purpose</b>	<ol style="list-style-type: none"> <li>1. Replaces or adds storage beyond the internal disks of a physical server.</li> <li>2. Provides recover point features for DR under service codes <b>1137p</b> and <b>1137v</b>.</li> <li>3. Provides stretched storage for Multi-Site-High-Availability under service codes <b>1137mp</b> and <b>1137mv</b>.</li> </ol>
<b>Included</b>	All flash SAN storage. Data Protection (backup/restore). While data protection (backup/restore) is included, it is also a completely separate infrastructure and operational delivery. IOT uses data protection as a tool for recovery and restoration of services. IOT is not responsible for retention of electronic documents
<b>Not Included</b>	Replication, File/Data Retention, versioning, snapshots. IOT is not responsible for retention of electronic documents. Raw Device Mapping to VM.
<b>Dependencies</b>	There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site to site physical connections. Physical server or Hypervisor (VM Host).
<b>Rate</b>	\$0.82 / Month / GB.
<b>Standard</b>	Provision high performance enterprise-shared-storage at scale and on demand.
<b>Cust Responsibility</b>	A server with compatible HBA hardware, Software and Operating System in IOT's data centers/sites.
<b>IOT Responsibility</b>	Provide service uptime 27/7/365 measured from 6am to 6pm business days.
<b>Ven Responsibility</b>	Hardware/software support and parts replacement.
<b>Service Owner</b>	Baker, Mitch <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<p><b>Request:</b> 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) with an approved change or downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification</p> <p><b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)</p> <p><b>Incident:</b> 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).</p>
<b>Impact/Priority</b>	High / High
<b>Usage</b>	Shared SAN Storage – 106,837 GB (20% growth / year)
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

<b>Name</b>	<b>Archive Storage (Centera)</b>	
<b>Code</b>	1177b	
<b>Purpose</b>	House archival data for systems using large volumes of rarely accessed data.	
<b>Included</b>	Replication to Disaster Recovery site/datacenter.	
<b>Not Included</b>	Multi-user access. Application support.	
<b>Dependencies</b>	1187(Data Circuits) and 1155(Network AS)	
<b>Rate</b>	\$0.82 / Month / GB	
<b>Standard</b>	Low cost archival and low speed storage for approved systems.	
<b>Cust Responsibility</b>	Compatible front end source.	
<b>IOT Responsibility</b>	Provide service uptime 27/7/365 measured from 6am to 6pm business days.	
<b>Ven Responsibility</b>	Hardware/software support and parts replacement.	
<b>Service Owner</b>	Baker, Mitch	<a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b>	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	Low/Low	
<b>Usage</b>	14,401GB	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>VM Server Additional Storage</b>	
<b>Code</b>	1177f	
<b>Purpose</b>	Additional virtual server (VM) disk beyond the 100 GB base.	
<b>Included</b>	All flash SAN storage as with base hosting in 1052	
<b>Not Included</b>	Raw Device Mapping to VM	
<b>Dependencies</b>	There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site to site physical connections.	
<b>Rate</b>	\$0.82 / Month / GB over 100 GB	
<b>Standard</b>	Storage Hot-add in increments of 1GB (while the VM and Guest OS are online). Once added, the server administrator must access the OS and expand the OS disk before recognizing the additional space.	
<b>Cust Responsibility</b>	A computer with network access and State of Indiana Email.	
<b>IOT Responsibility</b>	Provide service uptime 27/7/365 measured from 6am to 6pm business days.	
<b>Ven Responsibility</b>	Hardware/software support and parts replacement.	
<b>Service Owner</b>	Baker, Mitch <a href="#">Click here to send the Service Owner a Message</a>	
<b>SLO</b>	<b>Request:</b>	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Availability:</b>	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	<b>Incident:</b>	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High/Medium	
<b>Usage</b>	401,236GB 20% growth over previous year	
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .	
<b>Order</b>	Click <a href="#">here</a> to request this service.	
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.	

<b>Name</b>	<b>Isilon File Overage</b>
<b>Code</b>	1177i
<b>Purpose</b>	Additional Gigabyte beyond each user's home drive file storage limit of 10GB. Separately, the additional Gigabyte beyond <b>agency shared</b> file storage limit of 5GB multiplied by the Agency User count. E.g.: Agency user count is 100. 100x5GB = 500GB included storage for the agency-share. The only charge will be each Gigabyte above 500GB within the agency-share.
<b>Included</b>	Data Protection (backups/restores)
<b>Not Included</b>	Data retention. User access, account and permission management.
<b>Dependencies</b>	1187(Data Circuits) and 1155(Network AS)
<b>Rate</b>	\$0.25 / Month / GB
<b>Standard</b>	Provide enterprise shared filer and home folder storage.
<b>Cust Responsibility</b>	A computer with network access and State of Indiana Email.
<b>IOT Responsibility</b>	Provide service uptime 27/7/365 measured from 6am to 6pm business days.
<b>Ven Responsibility</b>	Hardware/software support and parts replacement.
<b>Service Owner</b>	Baker, Mitch <a href="#">Click here to send the Service Owner a Message</a>
<b>SLO</b>	<b>Request:</b> 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) For additional non-standard shares. Home folders are accessible to standard user accounts. <b>Availability:</b> 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) <b>Incident:</b> 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
<b>Impact/Priority</b>	High / High
<b>Usage</b>	347,363GB plus replicated at 347,363GB
<b>Reports</b>	Statewide Monthly IOT Service Performance Reports can be found <a href="#">here</a> .
<b>Order</b>	Click <a href="#">here</a> to request this service.
<b>Cancel</b>	Click <a href="#">here</a> to cancel your existing service.

## Appendix A - File Retention & Recovery

Agencies are responsible for managing their electronic mail (email). Like all government records, email is subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies are responsible to adhering to their agency specific retention schedule on electronic documents. Not adhering to these retention schedules could be a violation of Indiana Code. Please direct all question about retention schedules to the Indiana Archive and Records Administration. Agency specific retention schedules can be found here, [http://www.in.gov/apps/iara/retention/iara\\_retention](http://www.in.gov/apps/iara/retention/iara_retention).

Email retention schedules are set by the Indiana Archives and Records Administration (IARA). Each message must be evaluated for content and purpose to determine the length of time it must be retained according to the proper retention schedule. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official email and identifies how email should be stored. IOT is not responsible for retention of emails; this is the responsibility of agencies.

### IOT Email Recovery

Mailboxes hosted in Office 365 (Exchange Online) have a 30-day deleted item retention as Microsoft no longer provides traditional backup methods. Mailboxes using on-premise email servers have daily full backups for 30 days and year-end backups of email servers are kept for three years. These backups are to be used to protect the email servers from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes and do not constitute a long-term record-keeping solution for email. Email content is managed by the agency and should follow their respective retention schedules as dictated by IARA.

### IOT Home and Shared Files Retention

Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies can be held **liable** if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

File retention schedules are set by the Indiana Archives and records Administration. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official electronic documents and identifies how email should be stored. IOT is not responsible for retention of electronic documents; this is the responsibility of agencies.

### IOT Home and Shared Files Recovery

All IOT hosted systems are configured to feature regular backup. These backups are to be used to protect from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for electronic documents. IOT protects Home and File Shares by keeping 30 days of file changes. These Home and File Shares are then backed up every quarter. The quarter backups are kept a year and then are expired. IOT does a year-end backup, and those backups are kept for three years, and then they are expired.

## Appendix B - IOT Service Owners

Below is a list of the current Service Owner along with their Services. These are the codes displayed in the monthly services bill from IOT. You may click on a specific **Service** to go directly to the Service Area where it is described in detail.

<u>Service Owner</u>	<u>email</u>	<u>Services</u>
Allen, Jeff	<a href="mailto:jallen@iot.in.gov">jallen@iot.in.gov</a>	<a href="#">1001</a> , <a href="#">1014</a> , <a href="#">1136</a> , <a href="#">1157</a>
Annamalai, Ram	<a href="mailto:rannamalai@iot.in.gov">rannamalai@iot.in.gov</a>	<a href="#">1137p</a> , <a href="#">1137v</a> , <a href="#">1137mp</a> , <a href="#">1137mv</a> , <a href="#">1137r</a>
Baker, Bill	<a href="mailto:fbaker@iot.in.gov">fbaker@iot.in.gov</a>	<a href="#">1182d</a>
Baker, Mitch	<a href="mailto:mbaker@iot.in.gov">mbaker@iot.in.gov</a>	<a href="#">1020</a> , <a href="#">1052</a> , <a href="#">1052a</a> , <a href="#">1052b</a> , <a href="#">1177a</a> , <a href="#">1177b</a> , <a href="#">1177f</a> , <a href="#">1177i</a>
Baxter, Todd	<a href="mailto:tbaxter@iot.in.gov">tbaxter@iot.in.gov</a>	<a href="#">1066</a> , <a href="#">1092</a> , <a href="#">1094</a> , <a href="#">5000</a>
Carpenter, Todd	<a href="mailto:tcarpenter@iot.in.gov">tcarpenter@iot.in.gov</a>	<a href="#">1049</a> , <a href="#">1114</a> , <a href="#">1114a</a> , <a href="#">1114b</a>
Harden, Scarlett	<a href="mailto:sharden@iot.in.gov">sharden@iot.in.gov</a>	<a href="#">1120</a> , <a href="#">1121</a>
Hicks, Mike	<a href="mailto:mhicks@iot.in.gov">mhicks@iot.in.gov</a>	<a href="#">1035</a> , <a href="#">1037</a> , <a href="#">1038</a> , <a href="#">1039</a> , <a href="#">1040</a> , <a href="#">1041</a> , <a href="#">1043</a> , <a href="#">1044</a> , <a href="#">1107</a> , <a href="#">1108</a> , <a href="#">1162</a> , <a href="#">1169</a> , <a href="#">1173</a> , <a href="#">1186</a> , <a href="#">1188</a>
Kan, Elaine	<a href="mailto:ekan@iot.in.gov">ekan@iot.in.gov</a>	<a href="#">1025</a> , <a href="#">1174</a> , <a href="#">1191</a> , <a href="#">1193</a> , <a href="#">1193a</a> , <a href="#">1196</a>
Kelly, Diane	<a href="mailto:dkelly@iot.in.gov">dkelly@iot.in.gov</a>	<a href="#">1182a</a> , <a href="#">1182b</a> , <a href="#">1182c</a> , <a href="#">1199pe</a> , <a href="#">1199pp</a> , <a href="#">1199pr</a>
Neuenschwander, Dan	<a href="mailto:dneuenschwander@iot.in.gov">dneuenschwander@iot.in.gov</a>	<a href="#">1126</a>
Reid, Jason	<a href="mailto:jreid@iot.in.gov">jreid@iot.in.gov</a>	<a href="#">1178</a> , <a href="#">1178c</a> , <a href="#">1178d</a> , <a href="#">1178e</a> , <a href="#">1178f</a> , <a href="#">1178i</a> , <a href="#">1178p</a> , <a href="#">1178pp</a> , <a href="#">1178r</a> , <a href="#">1178w</a>
Sharp, Charles	<a href="mailto:csharp@iot.in.gov">csharp@iot.in.gov</a>	<a href="#">1112</a> , <a href="#">1141</a> , <a href="#">1187</a>
Compton, Megan	<a href="mailto:mcompton@iot.in.gov">mcompton@iot.in.gov</a>	<a href="#">1153c</a> , <a href="#">1153d</a> , <a href="#">1153o</a> , <a href="#">1153t</a>
Sacks, Bryan	<a href="mailto:bsacks@iot.in.gov">bsacks@iot.in.gov</a>	<a href="#">1175</a> , <a href="#">1180</a>
Stipe, John	<a href="mailto:jstipe@iot.in.gov">jstipe@iot.in.gov</a>	<a href="#">1117</a> , <a href="#">1155</a>
Waite, Brandon	<a href="mailto:bwaite@iot.in.gov">bwaite@iot.in.gov</a>	<a href="#">1023</a> , <a href="#">1050</a> , <a href="#">1192</a> , <a href="#">1195</a>
Wilson, Alvin	<a href="mailto:awilson@iot.in.gov">awilson@iot.in.gov</a>	<a href="#">1131</a> , <a href="#">1170</a> , <a href="#">1170j</a> , <a href="#">1170m</a> , <a href="#">1170r</a> , <a href="#">1170s</a>
Winblad, Erik	<a href="mailto:ewinblad@iot.in.gov">ewinblad@iot.in.gov</a>	<a href="#">1183</a>

## Appendix C - IOT Data Center

Many IOT services are dependent on the data center. Below is a description of the data center and of some of the ways IOT maintains a 99.9% up-time.

The IOT data center covers more than 26,000 square feet and supports servers, storage, network and other peripherals. It is protected with a FM125 fire suppression system, and there are two legs of power running into the room. Additionally, if there is a loss of power, three UPS's and three generators provide quick return to operation. The 24x7-staffed data center is protected by cameras and requires badge access, which is restricted only to Data Center staff. Prior to entering the temperature- and humidity-monitored facility, visitors are required to sign in.

Housed within the IOT data center are two mainframes supporting Indiana State Government, the City of Indianapolis and Ball State University. More than 4,000 Windows/UNIX/AIX virtual and physical servers support hundreds of applications and 4,000 databases for 28,000 state employees. There is 650,000 GB of online, near-line and archived storage being managed across multiple storage platforms using high-speed networks.

The VMware virtual environment is backed by encrypted all-flash storage arrays, a space-efficient blade center and highly available fabrics along with scripted/automated processes. These solutions allow quick deployment, resizing, protection and migration of virtual machines, virtual networks and virtual storage between clusters and datacenters.

Physical servers maintain the flexibility of multiple storage solutions ranging from flash technology to high density along with encrypted platforms. Additionally, the global site selector allows optional planning for high availability and load balancing between data centers.

The storage networks include flash storage arrays, tiered disk arrays, synchronous data and asynchronous replication between data centers to provide fast storage, dense storage or a combination of both.

The data center network provides full redundancy at the aggregation and access layer utilizing Cisco Nexus virtualization technologies. The network is seamlessly extended to multiple geographic locations via Cisco OTV providing multi-site high availability and clustering services between disparate data centers.



## Appendix D - Minimizing Your IT Bill

Listed below are a few suggestions that may help you reduce your monthly IT bill.

1. Run a detailed report of your IOT billing using the IOT Billing Dashboard located <https://dataviz.in.gov/#/site/IOT/workbooks>. This will provide six months of detail of your IOT charges. Audit your charges by starting with the areas where your charges are greatest. If you don't need all the resources, place a ticket to have the service reduced or disconnected. If you need access to the IOT Dashboard, please have your security coordinator submit a ticket.
2. Desktop
  - a. Look at the detailed report and verify the workstation count aligns with the number of employees and contractors in your agency.
  - b. There is an associated user with each desktop to help you audit your bill. This is the user we have on record as having logged in last, it may or may not be the primary user. IOT produces monthly reports to ensure of up to date accounts.
  - c. Desktop upgrades – during refresh, do you need so many laptops? Do you need additional ram and other accessories? All costs over our standard desktop value is charged to the agency.
3. Database - View your detailed database charges and verify with your internal app support groups that they are all still needed. Many times databases are no longer needed and IOT isn't notified, so we continue to host and charge for it.
4. Virtual server hosting
  - a. View your detailed billing, does your app need all the allocated CPUs and RAM, or will it run on less? IOT can provide tools and reports upon request for agencies' application development teams to review.
  - b. Are you using all the virtual machines on your bill?
5. Physical server hosting
  - a. Are you still using the servers?
  - b. Can you move your application to a virtual machine? Virtual servers can now run most applications and are less expensive than a physical server.
6. Storage
  - a. Storage is generally associated with a server so if the server is not needed you will also save on storage.
  - b. IOT charges for allocated space, not used space. What this means is if you tell us that you need a terabyte, and only use a gigabyte, you are still paying for the other 999 gigabytes that you aren't using. Submit a ticket with the server name and IOT can run a report to compare allocated versus used storage.
7. Telecom - We are in the middle of a project to move from the old Centrex telephone system to a new IP based VaaS (Voice as a Service). During this project we are validating all the billed lines are actually used. We highly recommend you audit before migrating. Odds are you will save money.
8. Cell phones - Audit your detailed bill and make sure all phones you are paying for are in use. Verify the assigned person still needs to have a state-issued cell phone.
9. Adobe Software - Adobe software is billed monthly per assigned user. Audit the bill and ensure all assigned users still need Adobe software for their job.
10. File storage overage - Contact IOT to get access to our file auditing tool, Veronis. Target large files that are no longer needed or files that have not been opened in a long time. Create a ticket if you need an account for Veronis.

## Appendix E - Rate History

FY19 IOT Services Rate Table					
Code	Product / Service Name	Units	FY17 Rate	FY18 Rate	FY19 Rate
<b>Application Development Services</b>					
1170	Application Development - Standard	Hourly	85.00	85.00	95.00
1170j	Application Development - Junior	Hourly	NA	NA	75.00
1170s	Application Development - Senior	Hourly	95.00	110.00	110.00
1170r	Application Development - Architect	Hourly	NA	125.00	125.00
1170m	App Development Maintenance	Hourly	Quote	95.00	Pass Through
<b>Business Applications</b>					
1174	Shared Dynamics CRM On-Premise	Monthly per Instance	1,549.79	2,000.00	2,385.00
1193	Dynamics 365 CRM Online	Monthly per Named User	Pass Through	Pass Through	33.13
1193a	Dynamics Online Services	Monthly per Product/Service	Pass Through	Pass Through	Pass Through
1025	Sharepoint On-Premise	Monthly per Application & Website	1,297.17	1,452.00	1,717.00
1153d	ArcGIS Desktop	Per Year per User	325.00	325.00	27.10
1153o	ArcGIS Online	Per Year per User	175.00	175.00	14.60
1153c	ArcGIS Consulting	Quote	NA	100.00	100.00
1153t	ArcGIS End-User Training	Quote	NA	Variable	Variable
1120	GMIS HR	Monthly per Headcount	Allocation	Allocation	Allocation
1121	GMIS Financials/Hyperion	Monthly per Transaction	Allocation	Allocation	Allocation
vfire	vFire Work Management	No charge at this time	0.00	0.00	0.00
1196	Oracle WebCenter Content	Monthly per GB	0.00	3.88	2.03
<b>Collaboration Services</b>					
1014	Email-SharePoint G3	Monthly per Named User	4.18	17.22	17.22
1169	Video Bridging	Monthly per Account	60.08	60.08	60.08
1173	WebEx	Monthly per Account	35.60	39.76	14.16
1023	SFTP Services	Monthly per Agency Named Folder	20.28	36.42	35.52
<b>Communications Services</b>					
<b>Mobile Services</b>					
1041	Pagers	Monthly per Pager	Pass Through	Pass Through	Pass Through
1117	Cellular Phone Service	Surcharge + Monthly Plan	Pass Through	Pass Through	Pass Through
<b>Network Services</b>					
1020	Remote Access (Citrix)	Monthly per Named User	9.43	9.99	7.99
1112	Data Circuits - Off Network	Monthly per Circuit	Pass Through	Pass Through	Pass Through
1126	TSO/DSO & OCRs	Per Job	Pass Through	Pass Through	Pass Through
1141	WAN Management Services	Monthly per Circuit	128.10	107.34	104.76
1155	Network Access Services	Monthly per Device-Module	125.44	104.57	103.39
1187	Data Circuits - On Network	Monthly per Circuit	Pass Through	Pass Through	Pass Through
<b>Telecommunications Services</b>					
1035	Directory Assistance	Per Call	Pass Through	Pass Through	Pass Through
1037	Contracted Long Dist - Switched	Per Minute	Pass Through	Pass Through	Pass Through
1038	800 # Service - Switched	Per Minute	Pass Through	Pass Through	Pass Through
1039	800 # Service - Dedicated	Per Minute	Pass Through	Pass Through	Pass Through
1040	Calling Card	Per Minute	Pass Through	Pass Through	Pass Through
1043	Telephone - Centrex	Monthly per Phone	12.12	15.50	20.00
1044	Telephone - Remote	Per Vendor Contract	Pass Through	Pass Through	Pass Through
1107	Contracted Long Distance - Dedicated	Per Minute	Pass Through	Pass Through	Pass Through
1108	Non-Contracted Long Distance	Per Minute	Pass Through	Pass Through	Pass Through
1162	IP Phone	Monthly per Phone	10.13	9.07	23.35
1183	Contact Center Support	Monthly per Basic Station	7.70	9.49	7.99
1186	Sol VaaS - IP Phone	Per Vendor Contract	Pass Through	Pass Through	Pass Through
1188	Telecom Management Services	Monthly per Unit	3.37	4.38	4.83

# FY19 IOT Services Rate Table

Code	Product / Service Name	Units	FY17 Rate	FY18 Rate	FY19 Rate
<b>Database Services</b>					
1049	Database Maintenance Services	Hourly	63.69	60.30	61.41
1114	Database Hosting	Monthly per Database	44.25	48.07	34.49
1114a	Database Size Overage 1GB+	Monthly per GB over 1 GB	1.37	1.50	1.41
1114b	Exadata Hosting	Monthly per Database	1,018.22	1,077.20	973.42
<b>Desktop Services</b>					
1001	Seat Charge	Monthly per Seat	69.52	69.52	69.52
1136	Seat Charge - Non-Network	Monthly per Seat	35.00	35.00	35.00
1157	Seat Charge - Non-Network Plus	Monthly per Seat	15.00	50.00	50.00
1178	Acrobat Pro	Monthly per Computer	5.00	5.00	6.00
1178e	Acrobat Pro	Monthly per Named User	5.00	6.00	6.00
1178c	Acrobat CC Enterprise	Monthly per User	66.00	68.00	68.00
1178d	Adobe InDesign CC	Monthly per User	20.00	25.00	25.00
1178f	Adobe Captivate	Monthly per User	NA	46.00	34.00
1178i	Adobe Illustrator	Monthly per User	15.00	25.00	25.00
1178p	Adobe Photoshop	Monthly per User	20.00	25.00	25.00
1178pp	Adobe Premier Pro	Monthly per User	20.00	25.00	25.00
1178r	Adobe RoboHelp	Monthly per License	33.00	35.00	35.00
1178w	Adobe Dreamweaver	Monthly per User	20.00	25.00	25.00
<b>Hosting Services</b>					
1050	Physical Server Hosting & Mgt	Monthly per Server	165.91	118.34	138.44
1052	Virtual Server Hosting - Base	Monthly per Server	66.17	37.70	37.70
1052a	Virtual Server (extra CPU)	Monthly per Additional CPU	10.95	5.16	5.16
1052b	Virtual Server (extra GB RAM)	Monthly per 1 GB RAM	6.27	3.07	3.07
1137p	Disaster Recovery - Physical Server	Monthly per Server	71.89	87.18	105.00
1137v	Disaster Recovery - Virtual Server	Monthly per Server	47.93	55.18	71.01
1137mp	MHA Physical - Testing	Monthly per Server		87.18	162.72
1137mv	MHA Virtual - Testing	Monthly per Server		55.18	110.05
1137r	Rack Hosting Service	Monthly per RackSpace		397.00	397.00
1191	Oracle Application Hosting	Monthly per Site	471.22	1,757.64	1,253.14
1192	IIS Web Hosting	Monthly per Site	59.53	41.34	72.69
1195	Server Management	Per Month		50.45	66.10
<b>IN.Gov Services</b>					
1131	IN.Gov		Service Based	Service Based	Service Based
<b>Mainframe Services</b>					
1066	Jobs Production	Per Scheduled Job or Event	0.2311	0.2311	0.1873
1092	Disk Megabytes Allocated	Per MB Stored per Day	0.0004	0.0004	0.0004
1094	Tape Access	Per Virtual Tape Mount	0.2900	0.2886	0.4612
5000	Mainframe Transactions	Per CPU Second	0.0122	0.0130	0.0097
<b>Project Success Center</b>					
1182a	Project Success Center - Senior	Hourly	110.00	110.00	110.00
1182b	Project Success Center - Standard	Hourly	90.00	90.00	90.00
1182c	Project Success Center - Specialist	Hourly	135.00	135.00	135.00
1182d	Large Project Senior Consultant	Hourly		135.00	135.00
1199pe	MS Project Online Essentials Support	Monthly		5.50	5.50
1199pp	MS Project Online Professional Support	Monthly		24.00	24.00
1199pr	MS Project Online Premium Support	Monthly		42.00	42.00
<b>Security Services</b>					
1175	Security - Baseline	Monthly per Server and Seat	23.60	23.60	25.35
1180	Security - Confidential	Monthly per Server	162.90	196.39	196.39
<b>Storage Services</b>					
1177a	Shared SAN Storage	Monthly per GB	1.16	0.98	0.82
1177b	Archive Storage	Monthly per GB	1.16	0.98	0.82
1177f	VM Server Additional Storage	Monthly per GB over 100 GB	1.16	0.98	0.82
1177i	Isilon File Overage	Monthly per GB over (variable)	NA	0.25	0.25